

Complaint about childcare provision

Ref: EY420833/4764380

Date: 11 May 2021

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 April 2021, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 23 April 2021, but found the setting closed. We carried out a further unannounced visit on 10 May 2021, where we discussed the concerns which related to staff suitability and notification to Ofsted. We found no evidence to suggest that the provider had breached requirements relating to the concerns we received. However, although it was not part of the original complaint, the setting has been closing on a Friday since November 2020. Ofsted had not been notified of this change in hours, which is a breach of requirements and an offence.

On this occasion, we are not taking any further action and the provider has assured they will notify us of any further changes as required in the EYFS statutory requirements. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).