

Complaint about childcare provision

Ref: EY469364/4819855

Date: 12 July 2021

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 23 June 2021 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This requires the provider to take the actions below within the timescales set out. We also found that the provider failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 26 July 2021

Complaints - ensure you follow the procedures set out in your Complaints policy and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

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](#).