

Complaint about childcare provision

Ref: EY477956/4814089

Date: 22 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 16 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 27 July 2021:

- put in place an agreed procedure for checking the identity of visitors and make sure that this is implemented so that unauthorised persons cannot enter the premises.

We are satisfied with the action taken by the provider to meet the requirement.

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](#).