

Complaint about childcare provision

Ref: EY439295/4823031

Date: 13 July 2021

Summary of outcome

On 7 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.

Actions needed by 23 July 2021

- keep a written record of any complaints and their outcomes

- improve knowledge and understanding of the changes that must be notified to Ofsted, especially in relation to significant events

- ensure that people who look after children or come into regular contact with children are suitable to fulfil the requirements of their roles.

In addition to the above, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still registered with Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has confirmed that the actions have now been met.

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](#).