

## **Complaint about childcare provision**

Ref: EY488125/4863439

Date: 13 August 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](https://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 9th August 2021, we received concerns that this provider was not meeting some of these requirements. On the 13 August 2021 we carried out regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 6 September 2021

develop knowledge and understanding of all significant changes that must be notified to Ofsted including when to provide Ofsted with the required information to ensure the suitability of all household members over the age of 16 years.

The provider responded to our actions letter by 6th September 2021. We found that the provider had taken appropriate action.

### **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](#).

