

Complaint about childcare provision

Ref: EY362674/4883370

Date: 9 September 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 1 September 2021, we received concerns that this provider was not meeting some of these requirements. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

On 6 September, we carried out a regulatory event with the provider. We found the provider had improved their knowledge and understanding of when to notify Ofsted and now fully understands their responsibilities. It was found that the provider had taken the required action. The provider notified Ofsted about the persons working on the premises so that appropriate checks can be completed. The provider now understands how to ensure that children are supervised by persons who are fully vetted for their suitability to work with children. 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](#).