

## **Complaint about childcare provision**

Ref: EY500055/4876838

Date: 10 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](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 25 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 August 2021, we carried out a regulatory telephone call. During the call, the provider confirmed that they would carry out an internal investigation and contact Ofsted with the findings. We also found out that the provider had failed to notify us that there was a new company director, which is a requirement of registration.

On 10 September 2021, we received the provider's internal investigation which identified a weakness in their practice. We are satisfied that the provider has taken prompt action to address the weaknesses. The provider has reviewed and improved how staff are deployed. The provider now ensures that staff working with children are suitably qualified and experienced to meet the needs of children and keep them safe.

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](#).