

Complaint about childcare provision

Ref: 2590623/4856233

Date: 17 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 2 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 2 September 2021 we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued action 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 17 September 2021:

ensure correct procedures are implemented in the event of an allegation being made against a member of staff.

We will monitor the provider's response to ensure the action is successfully completed.

The provider has completed the required action. 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](#).