

Complaint about childcare provision

Ref: EY496881/4879418

Date: 5 October 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 27 August 2021, we received concerns that the provider was not meeting some of these requirements. The provider also notified Ofsted regarding the same information on 6 September 2021.

On 22 September 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff had not correctly followed procedures for the collection of children, which put their safety at potential risk. The provider retrained staff in the collection procedure to improve their understanding to help keep children safe from potential risks.

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](#).

