

Complaint about childcare provision

Ref: 2524080/4908019

Date: 8 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 29 September 2021, we received concerns that the provider was not meeting one of these requirements.

On 7 October 2021, we carried out a regulatory telephone call. We found the provider was not meeting the requirement to refer concerns about children's welfare to the appropriate agencies promptly. However, the provider had already reflected on this, learnt from the recent experience and had subsequently taken action to address this breach of requirements. Therefore, no further action was required.

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](#).