

Complaint about childcare provision

Ref: 2550209/4924171

Date: 4 November 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 14 October 2021 we received concerns that the provider was not meeting some of these requirements. On 19 October 2021 we carried out a regulatory telephone call. We found the provider had taken immediate action to ensure that procedures are in place for the safety and welfare of every child in their care following an incident at the setting. The provider will be able to give parents further information about this.

We are satisfied with the action taken by the provider. 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](#).