

Complaint about childcare provision

Ref: 142951/4934470

Date: 22 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 25 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 1, 8 and 22 November 2021, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements. We have issued an 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.

Action needed by 23 November 2021:

- ensure staff take appropriate action in the event of a child becoming unwell.

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

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](#).

