

Complaint about childcare provision

Ref: EY491112/4917713

Date: 8 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 6 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 3 November 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 17 November 2021:

¿ ensure that the policy and procedures in relation to the use of mobile phones, in the setting, is effectively implemented.

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

On 24 November 2021, the provider responded to the action set. We found that the provider had improved their procedures in relation to the use of mobile phones and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).