

Complaint about childcare provision

Ref: 2527149/4977466

Date: 5 January 2022

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 1 December 2021, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events. On 5 January 2022, we carried out a regulatory telephone call. We found the provider had taken action following an incident. This includes monitoring the provision to ensure the legal requirements are met at all times, whilst ensuring those with oversight or governance understand and managed the pre-school sustainably, effectively and efficiently. 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](#).