

Complaint about childcare provision

Ref: EY363515/4990070

Date: 18 January 2022

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 December we received concerns that this provider was not meeting some of these requirements.

We made a regulatory telephone call to the provider on the 17 January 2022. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has assured us that all doors into the building are always secure. Furthermore, they have spoken with staff to ensure they understand that the main entrance must always be secure and have also fitted an alarm onto this door to alert them to this being open. The provider will be able to give parents further information about this.

The provider remains 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](#).