

Complaint about childcare provision

Ref: 2622928/4968374

Date: 8 February 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 January 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider had arranged additional training to enable staff to further ensure safeguarding procedures are followed. There are now additional opportunities for parents to meet with staff to discuss their child's needs. These discussions have increased staff's understanding of how to meet the children's individual needs and to better value parents' contribution.

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](#).