

## **Complaint about childcare provision**

Ref: EY458063/4949507

Date: 10 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](http://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 1 April 2021, the provider notified us of an incident. 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.

On 5 November 2021 we received concerns that the provider was not meeting some of these requirements.

On 9 February 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 has reviewed safeguarding procedures so that reporting requirements to external agencies are followed in a timely manner. The provider has reviewed their systems for partnership with parents and now parents are continually communicated to about their child's progress.

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](#).

