

Complaint about childcare provision

Ref: EY538566/5075561

Date: 17 March 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 3 February 2022 we received concerns that this provider was not meeting some of these requirements.

On 10 March 2022, we carried out a regulatory telephone call. We found that although the provider notified us of an accident that occurred to a child in their care, that this was not witnessed by staff. We are satisfied that the provider has completed a thorough investigation and made changes to try and ensure that this does not occur again. 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](#).