

## **Complaint about childcare provision**

Ref: EY493643/5101184

Date: 28 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](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 25 February 2022 we received information that raised concerns that the provider was not meeting some of these requirements.

On 24 March 2022, we carried out a regulatory telephone call. We found that the provider had failed to notify the local authority designated officer about an allegation being made against a member of staff. Additionally, the provider had failed to notify Ofsted about a significant event. These are both requirements of their registration.

On this occasion we took no further action because we believe the provider will meet the requirements for notifying the local authority about allegations made and for notifying Ofsted about significant events in the future. 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](#).