

Complaint about childcare provision

Ref: EY488409/5097563

Date: 24 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 24 February 2022 we received concerns that this provider was not meeting some of these requirements. We visited the setting on 7 March 2022 and have issued an actions letter that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 18 April 2022:

improve knowledge and understanding of the changes that must be notified to Ofsted.

We have received a response in a timely manner and are satisfied with the steps taken. The provider has recently notified us of changes to the provision. 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](#).