

Complaint about childcare provision

Ref: EY479012/4994593

Date: 22 April 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 15 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 March 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. Procedures for supervising children when eating and sleeping have been improved and all staff briefed on them. Systems for keeping records of accidents and children's attendance have been reviewed and improved to ensure they are easily accessible and available. We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).