

Complaint about childcare provision

Ref: 203670/5122664

Date: 26 April 2022

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 March 2022, we received concerns that the provider was not meeting some of these requirements. On 25 April 2022, we carried out a regulatory telephone call to discuss the concerns in detail. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information. The provider is still registered.

Actions needed by 10 May 2022

- Ensure the designated officer understands the local procedures in the event an allegation is made about a member of staff and refers any concerns swiftly.

The provider's has given a suitable response to the action.

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](#).