

Complaint about childcare provision

Ref: EY468971/5158833

Date: 23 June 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 13 May 2022 we received concerns that the provider was not meeting some of these requirements. On the same day, the provider notified us as well. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any event that may affect the suitability of the provider.

On 16 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 1 July 2022

¿ Ensure that the safeguarding policy is followed and that it is in line with local safeguarding partner procedures.

The provider responded swiftly to the notice demonstrating they have taken suitable action.

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](#).

