

Complaint about childcare provision

Ref: EY556297/5162887

Date: 28 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 19 May 2022, we received concerns that the provider was not meeting some of these requirements. We carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revised their policy and procedure to ensure at least half of all staff supervising children on visits and outings are qualified. Staff have received training on the reviewed policies and procedures to ensure children are kept safe while on visits and outings.

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](#).