

Complaint about childcare provision

Ref: 2524118/5154110

Date: 19 July 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 5 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. They had not informed Ofsted about a change where they sought approval to operate from premises in the garden. The non-notification means that the provider did not meet their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any change where they seek approval to operate from those premises which may affect the space available to children and the quality of childcare available to them.

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](#).