

Complaint about childcare provision

Ref: EY487267/5219769

Date: 24 August 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 28 Jul 2022, we received concerns that the provider was not meeting some of these requirements. On 04 August 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. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 August 2022

- ensure information provided is effectively shared with those caring for children to ensure the safe and efficient management of the setting and to ensure individual needs of children are met.

On 24 August 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the issues raised and fully understands their responsibilities. 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](#).