

## **Complaint about childcare provision**

Ref: 402831/5249202

Date: 7 September 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](http://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. This related to a change of address for the registered premises. We initially liaised with the provider regarding this matter and conducted a telephone regulatory event on 16 August 2022.

On 26 August 2022, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted, within the required timescales, of changes to the address of the premises, which is a requirement of their registration. The provider has since taken action to put this right. 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](#).