

Complaint about childcare provision

Ref: 2630962/5241241

Date: 13 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 and 26 August 2022, we received concerns that this provider was not meeting some of these requirements. On 12 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a notice to improve.

Action needed by 20 September 2022:

ensure all reasonable steps are taken to ensure children are not exposed to risks, with specific regard to children using technology within the setting and the drop off to school arrangements.

Furthermore, the provider failed to notify Ofsted of a change to their operating times, and of a significant event. The provider demonstrates they now understands the type of events and situations Ofsted need to be informed of.

We received an appropriate response to the action.

The provider will be able to give parents further information about this. The provider still remains 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](#).