

Complaint about childcare provision

Ref: EY500560/5255162

Date: 27 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 13 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 27 September 2022, we carried out a regulatory call. We found the provider was not meeting some of the requirements and had taken action to put this right. There had been an occasion where children's needs were not met in respect of adequate toileting and nappy changing procedures. In addition, the key-person system was not effective and staff did not carry out their roles and responsibilities effectively. The provider has improved nappy changing and toileting procedures. All staff have received further training and supervision and improvements have been made to the key-person system.

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](#).