

## **Complaint about childcare provision**

Ref: EY411750/5265670

Date: 18 October 2022

## **Summary of outcome**

Date: 18 October 2022

Our reference: 5265670/ EY411750

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 28 September 2022, the provider notified us of a significant event. We also received a complaint in relation to this incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant changes and events.

On 12 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had implemented effective procedures to record children's absences and monitor their attendance. In addition, we found that the provider had improved staff's understanding of safeguarding to help them understand their responsibilities to keep children safe.

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](#).

