

Complaint about childcare provision

Ref: EY290174/5245991

Date: 10 October 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 31 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 October 2022, we carried out a regulatory visit. We found no breaches in relation to the concerns. However, we issued a notice asking the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 28 October 2022:

- implement more appropriate arrangements for the supervision of company directors who have contact with children and families.

The provider responded to say they have appropriate supervision arrangements in place for company directors and that directors have minimal contact with children and families. We are satisfied with the action the provider has taken.

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](#).