

## **Complaint about childcare provision**

Ref: EY540515/5270901

Date: 3 November 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 04 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 25 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 28 October 2022:

- inform Ofsted of changes to the name and registered address of the company providing childcare.

We will monitor the provider's response to ensure the action is successfully completed.

On 27 October 2022, the provider responded to the action set. We found that the provider had informed Ofsted of changes to a change to the name and the address of the registered company that provides childcare.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).