

## **Complaint about childcare provision**

Ref: EY559897/5284866

Date: 8 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 24 October 2022 we received concerns that the provider was not meeting some of these requirements. The provider also notified us of an incident at the provision. 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 serious incidents.

On 3 November 2022 and 8 November 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements but has since taken action to put this right. The provider has improved her safeguarding procedures. She has improved the level of detail in information she gathers about children when they first start in her care and has taken steps to ensure information is shared with other professionals in a timely manner.

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](#).