

Complaint about childcare provision

Ref: EY291424/5266995

Date: 29 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 the 28 September 2022, we received concerns that this provider was not meeting some of these requirements. On 17 October 2022, we carried out a regulatory visit and found the provider was not meeting some of the requirements. We have issued a notice to improve which details the actions for the provider to take.

The provider has responded to our notice to improve. This response details the action taken by the provider to ensure the premises are secure, that each child is assigned a key person and that the key person knows what children can and cannot do when they start attending. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. The provider remains 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](#).