

Complaint about childcare provision

Ref: EY396976/5297124

Date: 18 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 25 November 2022:

- make sure that required action is taken in the event of an allegation being made against a member of staff
- inform Ofsted of any allegations of serious harm or abuse by any person looking after children at the premises
- maintain records to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).

