

Complaint about childcare provision

Ref: EY498678/5263539

Date: 22 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 26 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 02 December 2022: ensure assessment information, including observations is communicated clearly to parents so that they recognise the progress their children make

And

improve monitoring of staff practice to ensure they undertake professional development that ensures they offer quality learning experiences that continually improve.

We will monitor the provider's response to ensure the action is 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](#).