

Complaint about childcare provision

Ref: EY462893/5307672

Date: 7 December 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 18 November 2022, we received information that the provider was not meeting some of these requirements.

On 28 November 2022, we carried out a regulatory telephone call. We found the provider had failed to make a notification regarding a significant event at the nursery. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 30 December 2022:

improve your understanding of when to make a notification to Ofsted, this includes any significant event, which could affect the suitability of any person who cares for, or is in regular contact with children on the premises.

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](#).

