

Complaint about childcare provision

Ref: EY491094/5313257

Date: 11 January 2023

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

On 5 January 2023, we carried out a regulatory telephone call and reviewed documentation. We found the provider was not meeting some of the requirements and took immediate action to put this right. Leaders had improved their knowledge of how to safeguard children, in line with the guidance and procedures of the local safeguarding partners. Furthermore, the provider demonstrated that they now understand the requirement to notify Ofsted of any significant event. The provider will be able to give parents further information about this. We are satisfied with the actions taken. 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](#).