

Complaint about childcare provision

Ref: EY544749/5317593

Date: 1 February 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 30 November 2022, we received concerns that the provider was not meeting some of these requirements. On 11 and 30 January 2023, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken immediate action to put this right. The provider has completed thorough enquiries in response to a concern that not all staff were following the setting's policies and procedures. The provider has updated these policies and has ensured staff fully understand their responsibilities in relation to these policies and procedures.

We are satisfied with the action taken by the provider. 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](#).