

## **Complaint about childcare provision**

Ref: EY372663/5331672

Date: 12 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](http://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 19 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 11 January 2023, 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.

Actions needed by 27 January 2023:

- improve knowledge and awareness of what is a significant event that must be notified to Ofsted.

We will monitor the provider's response to ensure the action is successfully completed.

On 31/01/2023, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of what needs to be reported to Ofsted and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).

