

Complaint about childcare provision

Ref: EY245238/5382832

Date: 7 March 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 23 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

There is a newly appointed special education needs/and or disability lead within the setting who has implemented and established new systems along with the manager. The manager is utilising effective strategies to support all children including those with special educational needs/and or disabilities. Information sharing and referrals are being done at the point of recognition for children who need additional support and parents are being informed of the referrals that are taking place. Training is being undertaken by all staff to develop their knowledge and understanding around children with special educational needs/and or disabilities.

The provider will be able to give parents further information about this. 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](#).