

Complaint about childcare provision

Ref: 2534449/5329391

Date: 13 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 13 December 2022 we received information that the provider was not meeting some of these requirements.

On 28 February 2023 Ofsted carried out a telephone regulatory call to discuss the information received. During the regulatory call a new area of concern was identified. This means the provider was not meeting other requirements as set out in the statutory framework for the early years foundation stage.

In relation to the new area of concern, on 3 March 2023, we issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 10 March 2023

- gain knowledge on matters that must be notified to Ofsted.

On 9 March 2023 the provider responded with the actions she has taken to meet the requirements. We are now satisfied that the provider has taken effective action in order to meet these.

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](#).