

Complaint about childcare provision

Ref: 2597772/5403984

Date: 29 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 the 23 March 2023, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of a significant event on the same date. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On the 29 March 2023, we carried out a regulatory telephone call. We found the provider had taken appropriate action to address the concerns raised. Training has been put in place to ensure that staff are aware, and plan to meet the needs of all children. Resources, equipment and activities have been reviewed to ensure they are appropriate for the age of the children that attend. Further conversation with leaders demonstrated an understanding of risk assessing activities and resources available for babies and children to use.

Following this telephone call, we were satisfied that the provider is meeting the requirements and took no further action. 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](#).