

Complaint about childcare provision

Ref: 318118/5396965

Date: 4 April 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 10 March 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after the children.

On 22 March 2023, we carried out a regulatory visit. 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.

Action needed by 31 March 2023:

- ensure records, specifically those relating to staff, are easily accessible and available to individuals who have a right or professional need to see them.

On 05 April 2023, the provider responded to the action set. We found that the provider had ensured that senior staff now have access to confidential records so that they can review these when necessary to ensure the welfare of children.

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.