

Complaint about childcare provision

Ref: EY539840/5303464

Date: 9 May 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 October, 14 November and 29 November 2022 we received concerns that the provider was not meeting some of these requirements.

We wrote to the provider on 18 October 2022 and corresponded with other agencies. On 21 April 2023, we carried out a regulatory telephone call. The purpose of the call was to establish compliance with the requirements linked to the concern. We were satisfied that the provider was meeting requirements in this regard. However, during the regulatory call we found new areas of concern. This means that 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 areas of concern, on 25 April 2023 we issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 9 May 2023:

ensure that confidential documents, particularly those relating to staff recruitment, are held securely.

On 18 May 2023, the provider responded to the action set. We found that the provider had strengthened the arrangements to ensure that confidential documents are held securely. We are satisfied the provider has met the safeguarding and welfare actions 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](#).