

## **Complaint about childcare provision**

Ref: EY478348/5412983

Date: 19 May 2023

### **Summary of outcome**

Our reference: EY478348/ 5412983

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](http://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 4 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 May 2023, we carried out a regulatory visit to discuss the information received. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 31 May 2023:

- improve knowledge and understanding of incidents in which a notification to Ofsted is required.

On 31 May 2023, the provider responded to the action raised. 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](#).