

Complaint about childcare provision

Ref: EY541389/5465225

Date: 5 July 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 14 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 28 June 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. This included ensuring staff are clear about the procedures to follow in the event of an accident. Staff have been reminded about the necessity to complete accident reports and to share these with parents. Changes have been made to the deployment of staff to ensure children are appropriately supervised and their needs are met. Further monitoring and support has been put in place to help staff fulfil their roles and responsibilities.

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](#).