

Complaint about childcare provision

Ref: 128455/5451981

Date: 11 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 26 May 2023, we received concerns that the provider was not meeting some of these requirements. On 29 June 2023, we held a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 14 July 2023:

- ensure the designated safeguarding lead and nominated individual improve their knowledge about the correct reporting procedures to follow when allegations are made about staff, and ensure accurate information is given to statutory agencies responsible for safeguarding
- provide accurate information when notifications are made to Ofsted.

The provider responded and took satisfactory action. 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](#).