

Complaint about childcare provision

Ref: EY475454/5467436

Date: 10 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 16 and 26 June 2023, we received concerns that the provider was not meeting some of the requirements.

On 4 July 2023, we carried out 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 provider will be able to give parents further information about this.

Actions needed by 18 July 2023:

- ensure relevant information and records are maintained, easily accessible, and shared with Ofsted on request
- develop secure knowledge and understanding of notifiable events to Ofsted and inform Ofsted of any changes within the required timeframe.

On 17 July 2023, the provider responded to the actions set. We found that the provider took steps to ensure relevant records are accessible and shared with Ofsted on request. The provider has developed their knowledge and understanding of notifiable events to Ofsted, including the timeframe for doing so.

We are satisfied the provider has met the 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](#).