

Complaint about childcare provision

Ref: EY491589/5474507

Date: 28 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 June 2023, we received concerns that the provider was not meeting some of these requirements. On 12 July 2023, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 7 August 2023:

- maintain a written record of complaints, including how complaints have been fully investigated
- ensure that effective arrangements to support children with SEND are implemented in accordance with the Special Educational Needs Code of Practice so that children with SEND are identified early and that they receive the targeted support and intervention they need to fulfil their potential.

The provider has since confirmed that the actions have been successfully completed.

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](#).