

Complaint about childcare provision

Ref: EY557871/5474632

Date: 14 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 the 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.

Actions needed by 9 August 2023:

- ensure there is a named deputy to take charge in the manager's absence
- develop secure knowledge and understanding of notifiable events to Ofsted, including the timeframe for doing so.

On 26 July 2023 we have received the response from the provider. The provider has developed their knowledge and understanding of notifiable events to Ofsted. They have also appointed a deputy manager to take charge in the manager's absence.

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](#).

