

## **Complaint about childcare provision**

Ref: EY286894/5525237

Date: 12 September 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](http://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 August 2023, we received concerns that the provider was not meeting some of these requirements, particularly related to the use of personal mobile phones.

On 11 September 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. The provider has changed their mobile phone policy and retrained all staff on this. Managers are completing routine spot checks within the nursery environment to ensure that this is being adhered to in practice.

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](#).