

Complaint about childcare provision

Ref: EY543283/5518767

Date: 4 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 August 2023, we received concerns that the provider was not meeting some of these requirements. On 30 August, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 20 September 2023:

- ensure that records are easily accessible and available to those who have the right or professional need to see them. In particular, ensure that records are available for staff interviews.

We will monitor the provider's response to ensure the action is successfully completed.

On 13 September 2023, the provider responded to the action set. The provider has given access to records to appropriate senior staff that cover in her absence.

We are satisfied the provider has met the information and records action 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](#).