

Complaint about childcare provision

Ref: 254586/5517458

Date: 15 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 21 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 September 2023, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take 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 27 September 2023:

implement safeguarding procedures regarding the safe use of mobile phones, particularly when on outings.

We will monitor the provider's response to ensure the actions are 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](#).

