

Complaint about childcare provision

Ref: 2652548/5523576

Date: 8 September 2023

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 August 2023, we received concerns that this provider was not meeting some of these requirements.

On 6 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.

Actions needed by 20 September 2023:

make sure that records are consistently maintained and include sufficient details to aid the running of the setting and contribute to the safety and well-being of children, particularly in relation to outings.

On 18 September 2023, the provider responded to the action set. We found that the provider had improved the content of their records to aid the running of the setting and contribute to the well-being of children, in particular when outings take place.

We are satisfied the provider has met the safeguarding and welfare 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](#).