

Complaint about childcare provision

Ref: EY103452/5540958

Date: 15 October 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 8 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 October 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 had liaised with the appropriate agencies. The provider reviewed the arrangements for protecting children's safety on outings including behaviour management. Staff received training to improve their knowledge of behaviour management and safeguarding policies. The provider reiterated the expectations for staff to follow the nursery policies. Together with the manager the provider monitored practice to ensure policies are implemented as required. 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](#).