

Complaint about childcare provision

Ref: 2516104/5554921

Date: 9 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 21 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 2 October 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. Actions needed by 13 October 2023:

- ensure records are easily accessible and available for inspection, including suitability and recruitment documentation
- ensure you keep a written record of any complaints, and their outcome.

We will monitor the provider's response to ensure the actions are successfully completed.

On 17 October 2023, the provider responded to the actions set. We found that the provider had improved their systems to ensure records are easily accessible for inspection. The provider now keeps a written record of complaints and their outcome. 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](#).

