

## **Complaint about childcare provision**

Ref: EY464272/5554024

Date: 24 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](http://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 5 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken appropriate action to put this right. The provider improved the procedures for the safe collection of children. Staff had received additional training and the provider monitored the implementation of practice to ensure the safety and supervision of children. We found the provider had failed to notify Ofsted of a significant event relating to changes to the premises, which is a requirement of their registration.

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](#).