

Complaint about childcare provision

Ref: EY441106/5553920

Date: 26 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 06 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 October 2023, the provider notified us of three concerns relating to staff members. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events and allegations against staff.

On 17 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. A number of policies relating to mealtimes have been reviewed and staff have received some additional training relating to caring for children under two years. Additionally, policies relating to safeguarding, code of conduct and confidentiality have been reissued to staff to ensure they understand the providers expectations.

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](#).