

## **Complaint about childcare provision**

Ref: EY481996/5597266

Date: 6 December 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](https://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 22 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 28 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action 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 11 December 2023:

• improve the way parents/carers are made aware of the settings complaints policy in order for them to make a formal complaint, and ensure the setting deals with this in line with the requirements of the Early Years Foundation Stage.

On 5 December 2023, the provider responded to the action set. We found that the provider had communicated their complaints policies and procedures to all parents and have ensured they are available to them if needed. 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](#).