

Complaint about childcare provision

Ref: EY546902/5613549

Date: 9 January 2024

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 13 December 2023, we received concerns that the provider was not meeting some of these requirements. The provider will be able to give parents further information about this.

On 18 December 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. Staff have received additional training on the procedures for the collection of children to ensure they are handed over to the correct adults. Staff have received additional training on data protection to ensure confidential information is not shared with others. The nursery procedures for supporting children's transitions to new rooms has also been reviewed to ensure staff implement this effectively.

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](#).