

Complaint about childcare provision

Ref: 2667786/5614780

Date: 12 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 14 December 2023, we received concerns that the provider was not meeting some of these requirements. On 22 December 2023, the provider notified us of a linked matter relating to children's safety and welfare. 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 any significant event which is likely to affect the suitability of a person who is in regular contact with children on the premises where childcare is provided.

On 22 December 2023 and 11 January 2024, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. This includes providing staff with additional guidance to support safe transitions and improving risk assessment arrangements.

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](#).