

Complaint about childcare provision

Ref: 2637883/5629928

Date: 19 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 9 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 9 January 2024, the provider notified us of a significant incident. 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 incidents.

On 18 January 2024, 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. Safety procedures and risk assessments have been reviewed to ensure they are robust. In addition, staff have undertaken further training in effective deployment, risk assessment and safety procedures to ensure policies and procedures are implemented effectively. The key person system has also been reviewed. The action the provider has taken will promote the safety and wellbeing of children. 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.