

Complaint about childcare provision

Ref: EY479011/5632338

Date: 29 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 11 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 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. We found the provider had trained staff to understand the settings arrangements to ensure children with Special Education Needs and Disabilities (SEND) get the support they require. The provider had also taken action to ensure that key persons understand their responsibility to help families engage with more specialist support where appropriate. Additionally, the provider had reviewed their procedures for maintaining and sharing relevant information with parents and/or carers and other professionals to ensure the needs of all children are met.

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](#).