

Complaint about childcare provision

Ref: EY494247/5624313

Date: 24 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 2 January 2024, we received concerns that the provider was not meeting some of these requirements. On 22 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider had failed to inform Ofsted about a significant event that took place at the nursery. This means that the provider has not met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events. The provider has also not kept an up-to-date record of any complaints. 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.

Action needed by 24 January 2024:

- keep a written record of complaints and their outcome that clearly shows the procedures that have been followed to investigate any complaints.

We will monitor the provider's response to ensure the action is successfully completed.

On 31 January 2024, the provider responded to the action set. We found that the provider had amended the complaint book so that it is up-to-date, showing the procedures they have followed when a complaint is raised with them.

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](#).