

Complaint about childcare provision

Ref: EY436056/5620886

Date: 22 February 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 21 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 January 2024 the provider notified us of a significant event. 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 a significant event. However, during a regulatory visit on 21 February 2024, we found that the provider had failed to notify Ofsted of the significant event within the required timescale of 14 days. They now understand that in future all changes must be notified to Ofsted without delay.

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](#).