

## **Complaint about childcare provision**

Ref: EY458063/5644399

Date: 28 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](https://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 25 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 26 February 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.

A thorough review and update of the admissions policy has been completed, to support clearer communication and the recording of information. Staff have received further training regarding diversity, equality, and inclusion, to promote better understanding and to foster an inclusive environment.

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](#).