

Complaint about childcare provision

Ref: EY477317/5661257

Date: 19 March 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 16 February 2024, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of an incident which resulted in an injury to a child. 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 which is likely to affect the suitability of the early years provider to look after children.

On 1 March 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. Following the incident, the provider reviewed their risk assessment. They took steps to ensure foam door guards are consistently used so that the door does not shut. 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](#).