

Complaint about childcare provision

Ref: EY484531/5691209

Date: 28 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 19 March 2024, we received a concern in relation to an incident that took place on the 6 November 2023.

On 28 March 2024 we carried out a regulatory telephone call. In relation to the incident that took place on the 6 November we found the provider had not met some of the requirements but had taken immediate action to put this right by contacting parents about the matter. The provider had reviewed and revised the collection procedure for children to make the process safer and more efficient.

We are satisfied with the action taken by the provider who is able to give parents further information. 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](#).