

Complaint about childcare provision

Ref: EY464882/5668164

Date: 15 April 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 February 2024, we received concerns that the provider was not meeting some of these requirements. On 22 February 2024, the provider also notified us of the same concerns. The notification means that the provider met their legal responsibility as set out in the Statutory framework for early years foundation stage to notify Ofsted of such instances.

On 15 April 2024, we carried out a regulatory visit. We found that at the time of the incident, some legal requirements in the Statutory framework for the early years foundation stage had not been met. The provider had needed to take steps to address this. They have reviewed and reflected on the procedures regarding how children are helped to settle into nursery to ensure this is consistently implemented. They have also ensured that staff are fully aware of and comply with the safe sleeping policy. 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](#).