

Complaint about childcare provision

Ref: 301135/5687916

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 concerns that the provider was not meeting some of these requirements. On 20 March 2024 the provider also 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 any significant events.

On 26 March 2024 we carried out a regulatory visit. We found that the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 5 April 2024:

- ensure an accurate daily record of children's hours of attendance is maintained.

On 2 April 2024, the provider responded to the action set. We found that the provider has delivered staff training and improved monitoring procedures to ensure that accurate daily records of attendance are maintained.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).