

Complaint about childcare provision

Ref: EY482167/5692560

Date: 24 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 25 March 2024, we received concerns that the provider was not meeting some of these requirements. On 24 April 2024, we carried out a regulatory visit. Although not related to the original concerns, we found the provider had failed to notify Ofsted of significant changes, which is a requirement of their registration. We have issued an action for the provider to take.

Action needed by 1 May 2024:

- gain a secure knowledge of the changes and events that must be notified to Ofsted.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).