

Complaint about childcare provision

Ref: EY473586/5715302

Date: 21 May 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 24 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2024 and 17 May 2024 we carried out regulatory telephone calls and reviewed details of their internal investigation. We found the provider was not meeting one of the requirements and had taken immediate action to put this right.

All staff have been spoken to about their role and responsibility to robustly implement the procedures for safeguarding children, including the safe use of mobile phones.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents 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](#).