

Complaint about childcare provision

Ref: EY363745/5734122

Date: 29 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 28 May 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 June 2024:

- ensure all reasonable steps are taken to prevent unauthorised persons entering the premises.

The provider responded to the action by revisiting the procedures to follow when admitting visitors to the premises. In addition, the provider added additional security to the premises.

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](#).