

Complaint about childcare provision

Ref: EY345360/5736450

Date: 5 June 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 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 May 2024, we carried out a regulatory visit. We found the provider had failed to notify Ofsted of a significant event within the required timescale. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We did not require the provider to take any action because we found they had already taken action to prevent a similar accident happening again in future. For example, the provider ensures that babies are positioned in correct chairs and at tables of the correct height for their safety and ability. The provider has also raised the height of some tables in the baby room and has fitted anti-slip pads onto table legs.

We are satisfied with the action taken by the provider.

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](#).