

## **Complaint about childcare provision**

Ref: 2526057/5735043

Date: 6 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](http://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 20 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 5 June 2024, we carried out a regulatory visit. We found the provider was not meeting some 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.

Action needed by 19 June 2024:

- ensure that at least half of all staff receive training that specifically addresses the care of babies.

On 17 June 2024, the provider responded appropriately to the action set. They have ensured all staff working with babies and toddlers accessed specific baby training and now fully understand their responsibilities.

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](#).