

Complaint about childcare provision

Ref: EY465484/5716442

Date: 10 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 12 December 2023 and 12 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 5 February 2024 we carried out a regulatory telephone call. On 24 April 2024 we received further information that related to the concerns originally received on 12 December 2023 and 12 January 2024.

On 9 May 2024, we carried out a regulatory telephone call. 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.

Actions needed by 17 May 2024:

- improve staff knowledge and understanding of how to meet the individual needs of children with special educational needs and/or disabilities to ensure they make the best possible progress.

On 10 June 2024, the provider responded to the action set. We found that the provider had implemented further special educational needs and/or disabilities training for staff. The provider now fully understands their roles and responsibilities in meeting the needs of all children. We are satisfied the provider has met the safeguarding and welfare actions 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](#).