

Complaint about childcare provision

Ref: 2517392/5729350

Date: 27 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 13 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 26 June 2024:

- keep a written record of any complaints and their outcome and make the record available to Ofsted on request.

On 24 June 2024, the provider responded to the action set. We found that the provider had created a record of complaints and their outcome and the record is available to Ofsted on request.

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](#).