

Complaint about childcare provision

Ref: 2589197/5656626

Date: 1 July 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 February 2024, 22 March 2024 and 7 May 2024 we received concerns that the provider was not meeting some of these requirements. Additionally on 3 May 2024, the provider notified us that they had received complaints from parents. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant information which may affect the ongoing suitability of a provider.

On 14 March 2024, 8 April 2024 and 21 May 2024 we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider made improvements to the training that they offered to all staff following a period of staff changes. They also worked to improve the amount and quality of information provided for parents about their children's day. We are satisfied with the action that the provider has taken.

The provider will be able to give parents further information about this.

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](#).