

Complaint about childcare provision

Ref: 2535296/5741918

Date: 15 July 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 4 July 2024, the provider notified us of a significant event at the setting. 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 Serious accident, injury or illness to child (including food poisoning).

On 8 July 2024, we carried out a regulatory telephone call, we identified that the provider had not notified Ofsted about a change of individuals including directors, which is a requirement of their registration. 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](#).