

Complaint about childcare provision

Ref: 2572684/5781015

Date: 22 August 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 16 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 18 July 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed staffs' suitability to make sure they are suitable to continue working with children. They had reviewed supervision systems to ensure they monitor and provide guidance to staff particularly with regards to managing children's behaviour appropriately. The provider had reviewed deployment of staff to make sure they meet the individual needs of children. The provider had improved risk assessments for outings to ensure children's safety.

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](#).