

## **Complaint about childcare provision**

Ref: EY473586/5780571

Date: 12 September 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](http://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 14 August 2024, we received a concern from a member of the public that the provider was not meeting some of the requirements in relation to Safeguarding policies and procedures, Key person and information for parents and carers.

On 15 August 2024, we carried out a regulatory visit. We found the provider had effective procedures in place to safeguard children, however, they were not meeting some of the other requirements, and had taken necessary action to put this matter right. The provider has since strengthened communication between staff and children's key person. This has now ensured that children's individual needs are being met.

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](#).