

## **Complaint about childcare provision**

Ref: 130613/5853424

Date: 24 October 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 October 2024, we received concerns that the provider was not meeting some of these requirements relating to special educational needs and Information for parents and carers. On 22 October 2024, we conducted a regulatory visit and found the provider was meeting some of the requirements. We have issued actions for the provider to take as set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 5 November 2024:

- ensure your arrangements for children with special education needs and/or disabilities include following the Equality Act 2010, so that reasonable adjustments are made to prevent children being put at substantial disadvantage.

On 25 October 2024, the provider responded swiftly to the action set. We found that the provider had improved their knowledge and understanding of the Equality Act 2010 and have reviewed their practice. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions 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](#).

