

Complaint about childcare provision

Ref: EY428579/5875170

Date: 19 November 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 11 November 2024, we received concerns that this provider was not meeting some of these requirements. On 19 November 2024, we carried out a regulatory telephone call. We found that during an incident on 26 April 2024, the provider was not meeting some of the requirements and had taken prompt action to put this right. They have ensured that all internal doors are kept secure and have updated their risk assessments to make sure children are kept safe at all times. 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](#).