

## **Complaint about childcare provision**

Ref: 2736646/5857173

Date: 19 December 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 21 October 2024, we received concerns that the provider was not meeting requirements relating to staff: child ratios, health, safety and suitability of premises, environment and equipment and information and record keeping.

On 16 December 2024, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found the provider had reflected on what needs to be notified to Ofsted, and provided reassurances that all significant events will be notified in the future.

In addition, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reflected on their accident recording. They had revisited this with their staff team. This will help ensure that all accidents are detailed and contain accurate information. 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](#).