

Complaint about childcare provision

Ref: 2808541/5939670

Date: 28 January 2025

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 8 January 2025, as part of our routine checks to ensure that people associated with the setting are suitable, we identified that the provider was not meeting requirements relating to information and record keeping.

On 21 January 2025, we carried out a regulatory telephone call. We found that the nominated individual had failed to notify Ofsted that they moved address which is a requirement of the provider's registration. 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](#).