

Complaint about childcare provision

Ref: EY443421/5900552

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 December 2024, the provider notified us about requirements relating to supporting and understanding children's behaviour and information and record keeping. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 6 December 2024, we received concerns that the provider was not meeting requirements relating to the requirements for health, supporting and understanding children's behaviour, safety and suitability of premises, environment and equipment and information and record keeping.

On 16 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. For example, they had improved the processes for communication with parents and strengthen procedures when managing children's dietary requirements. 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.