

Complaint about childcare provision

Ref: EY378660/5752425

Date: 12 November 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 7 November 2024, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 11 and 12 November 2024, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 29 November 2024:

- ensure that the nominated individual and all board members have a full understanding of their role and responsibilities to improve oversight and governance of the provision.

On 28 November 2024, the provider responded to the action set. We found that the board members had undertaken training to help them to fully understand their responsibilities and had improved their oversight of the provision. We are satisfied the provider has met the safeguarding and welfare action 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](#).