

Complaint about childcare provision

Ref: EY153169/5738702

Date: 14 June 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 8 and 23 May 2024, we received concerns that the provider was not meeting some of these requirements. On 9 May 2024, the provider notified us of a staffing matter. 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 of allegations made against staff.

On 13 June 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. This included reviewing and updating their risk assessments for outings and implementing additional training for staff.

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](#).

