

Complaint about childcare provision

Ref: EY348292/5871929

Date: 27 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 6 November 2024, we received concerns that the provider was not meeting requirements relating to suitable people.

On 26 November 2024, we carried out a regulatory telephone call. 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 28 November 2024:

- provide Ofsted with information about committee members to allow for necessary suitability checks to be completed.

On 29 November 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the requirement to ensure they share all relevant information with Ofsted to enable full suitability checks to be obtained for committee members. 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](#).

