

Complaint about childcare provision

Ref: EY276042/5859832

Date: 26 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 23 October 2024, we received concerns that the provider was not meeting requirements relating to children's safety and welfare.

On 20 November 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 December 2024:

- keep a written record of any complaints, and their outcome.

We will monitor the provider's response to ensure the action is successfully completed.

The provider is still registered with Ofsted.

On 29 November 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of when to record concerns and complaints and their outcome. 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](#).