

Complaint about childcare provision

Ref: EY246621/5752969

Date: 3 July 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 11 June 2024, the provider notified us of a significant event. 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 any event which is likely to affect the suitability of the early year provider to look after children. On 14 June 2024 we received concerns regarding the same event.

On 2 July 2024, we carried out a regulatory telephone call. We found the provider was meeting the requirements. They took immediate action and contacted external agencies for advice and support. They have reviewed their policies and procedures around managing children's behaviour. Further training has been put in place for the whole team. We are satisfied with the steps taken by the provider and took no further action. 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](#).