

Complaint about childcare provision

Ref: EY427246/5930736

Date: 27 January 2025

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 15 January 2025, we received concerns that the provider was not meeting requirements relating to reporting a significant incident.

On 22 January 2025, we carried out a regulatory telephone call. We found the provider had taken appropriate action. All staff have completed refresher training covering aspects of first aid. They have also reviewed and refreshed staff knowledge and understanding of the procedures for reporting incidents. 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](#).