

Complaint about childcare provision

Ref: EY464872/5790858

Date: 13 August 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 29 July 2024 we received concerns that the provider was not meeting some of these requirements.

On 31 July 2024, we carried out a regulatory telephone call. We found that the provider was investigating a complaint they had received. On 5 August 2024 the provider emailed the outcome of their investigation. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has made improvements to their toileting processes and procedures. They have re-trained staff on procedures to follow when children who are toilet training have a sleep. They have also improved communication with parents.

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](#).