

Complaint about childcare provision

Ref: EY434658/5754285

Date: 29 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\[1\]stage-framework--2](https://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 Jun 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 July 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. The provider is still registered with Ofsted.

Actions needed by 16 August 2024 to:

ensure staff hold approved qualifications to meet the qualification requirements across the nursery

ensure local safeguarding procedures are followed in the event of an allegation being made against a member of staff.

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](#).