

Complaint about childcare provision

Ref: EY281718/6028716

Date: 13 May 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 01 May 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 13 May 2025, we carried out a regulatory telephone call. 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 16 May 2025:

- ensure the daily registers record the full names of children and accurate times that children attend, particularly on arrival.

On 13 May 2025 the provider responded to the action set. We found that the provider had immediately improved their procedures for recording children's attendance and had implemented new procedures to ensure staff are aware of children and families who are new to the setting. We are satisfied the provider has met the safeguarding and welfare actions 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](#).