

Complaint about childcare provision

Ref: EY331796/5743031

Date: 13 June 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 22 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. On occasion, the provider had not ensured that parents were given key care information about their child or informed of accidents on the same day. The provider has now improved information sharing with parents. New systems are in place to ensure parents are informed of accidents in a timely manner. Staff ensure that any relevant information about children's care and needs is shared with parents when they collect children at the end of the session.

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](#).