

Complaint about childcare provision

Ref: 2636656/5735034

Date: 26 June 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 May 2024 we received concerns that this provider was not meeting some of these requirements.

On 21 May 2024 and 24 May 2024 we carried out regulatory telephone calls to the provider. While no incident involving mobile phones had taken place, we found that they were not implementing an appropriate procedure to manage staff use of mobile phones in the setting. However, the provider took swift action to improve the procedure and has made significant changes to implement improved guidance around staff use of their own mobile phones. For example, staff now use walkie talkies to communicate with each other when walking around the large forest school site.

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](#).