

Complaint about childcare provision

Ref: EY480339/5841730

Date: 18 November 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 1 October 2024 we received information that the provider was not meeting some of these requirements.

On 18 November 2024 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. However, they have taken action to put this right. The provider is aware of the difference between a complaint and an allegation. They understand the correct procedures to follow should an allegation be made. Including informing the Local Designated Safeguarding Officer and Ofsted.

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](#).