

Complaint about childcare provision

Ref: EY493117/5732731

Date: 12 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 16th May 2024 we were notified of a significant incident at the setting.

On 24th May 2024, we carried out a telephone regulatory event. We found the provider was not meeting some of the requirements and had taken action to put this right. They have put additional safety measures in place, developed an action plan to improve practice and reviewed policies and procedures. 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](#).