

Complaint about childcare provision

Ref: 223232/5737271

Date: 12 June 2024

Summary of outcome

On 22 May 2024, concerns raised alongside the provider notified Ofsted of a significant event that occurred at the setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework of the early years foundation stage to notify Ofsted of significant events and changes. The provider will be able to give parents further information about this. We found the provider was not meeting some of the requirements and had taken action to put this right.

On 5 June 2024, we contacted the provider to look at these concerns. We found that the provider had improved staff training and support to help them understand their roles and responsibilities, with particular regard to dealing with accidents and incidents swiftly, when relating to the safety and welfare of children.

We are satisfied the provider has taken appropriate action to put things right. 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](#).