

Complaint about childcare provision

Ref: 2645070/5044433

Date: 1 February 2022

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 20 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 26 January 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 14 February 2022:

- identity a named deputy who is capable, qualified and available to take charge in the manager's absence.

We will monitor the provider's response to ensure the action is successfully completed.

In February 2022, the provider advised Ofsted of her decision to resign this registration.

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](#).