

Complaint about childcare provision

Ref: EY501546/5946158

Date: 3 February 2025

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 28 January 2025, we received concerns that the provider was not meeting requirements relating to suitable people, Safety and suitability of premises, environment and equipment, information and record keeping and safeguarding policies and procedures.

On 31 January 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider has improved the organisation of the premises for confidentiality and safeguarding. Staff ensure that they speak to parents in an appropriate area away from others, ensuring the well-being of children and adults. In addition, we found that the provider has improved the implementation of the complaints policy to ensure the correct action is taken to help improve practice.

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](#).

