

## **Complaint about childcare provision**

Ref: 153448/5999644

Date: 8 May 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](http://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 31 March 2025, we received concerns that the provider was not meeting requirements relating to suitable people, insurance and information about the provider.

On 8 May 2025, we carried out a regulatory telephone call. 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 15 May 2025:

- keep a daily record of the names of the children being cared for on the premises, and their hours of attendance.

On 21 May 2025, the provider responded to the action set. We found that the provider had improved their systems for recording children's attendance to include all children on the premises.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).