

Complaint about childcare provision

Ref: 2587124/5508967

Date: 15 September 2023

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 8 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 18 September 2023:

- provide Ofsted with the required information regarding adults, so that their suitability can be determined before they start working directly with children
- keep an accurate daily record of children's hours of attendance and their key person.

On 18 September 2023, the provider responded to the actions set. The relevant information regarding additional adults who intend to work directly with children has been provided to Ofsted. The provider has also enhanced the recording of information relating to children's hours of attendance, including the information relating to the child's key person.

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](#).