

Complaint about childcare provision

Ref: 2600282/5633048

Date: 21 March 2024

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 11 January 2024 we received information that the provider was not meeting some of these requirements.

On 18 January 2024 and 29 January 2024, we carried out regulatory telephone calls with the provider. We also carried out a regulatory visit on 7 February 2024. We found the provider was not meeting some of the requirements and had taken action to put this right. Required suitability checks have now been completed with Ofsted, and appropriate fire detection equipment has been installed in the main playroom area. In addition, the provider has reviewed and revised procedures to ensure children are always within sight or hearing. 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](#).

