

Complaint about childcare provision

Ref: 2601927/5180486

Date: 13 September 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 9 June 2022, we received concerns that the provider was not meeting some of these requirements. We received further concerns on 27 June 2022.

On 14 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below, within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 July 2022:

- ensure that at least one person who has a current paediatric first aid PFA certificate is on the premises and available at all times when children are present, and must accompany children on outings.

The provider has confirmed that sufficient staff have completed the required training.

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](#).