

Complaint about childcare provision

Ref: 2607117/5384535

Date: 7 March 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 2 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 6 March 2023, 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. The provider will be able to give parents further information about this.

Actions needed by 20 March 2023:

- ensure a record is kept of any complaints, including their outcome
- improve support given to children with special educational needs, by having appropriate regard to the special educational needs and disability code of practice
- ensure each child has an identified key person who is fully aware of, and can meet, their individual care needs through effective and settled relationships with them and their parents.

On 16 March 2023, the provider responded to the actions set. We found that the provider had improved their procedures for recording complaints, allocating children with a key person and for supporting children with SEN. We are satisfied the provider has met the safeguarding and welfare actions 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.