

Complaint about childcare provision

Ref: 2610109/5746299

Date: 9 July 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out.

Action needed by 26 June 2024:

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

On 12 July 2024, the provider responded to the action set. We found that the provider was keeping an accurate daily record of the names of all children being cared and their hours of attendance.

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

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](#).

