

Complaint about childcare provision

Ref: 2728349/5606815

Date: 23 January 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 4 December 2023, we received concerns that this provider was not meeting some of these requirements.

On 11 January 2024, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 31 January 2024:

- ensure that children are adequately supervised at all times to ensure their safety and that they remain within sight and hearing

- improve knowledge of what constitutes a significant event that must be notified to Ofsted.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has taken appropriate action and addressed the above actions within the set timescale. The provider remains suitable for registration.

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](#).