

Complaint about childcare provision

Ref: 2746436/5559043

Date: 15 November 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 12 October 2023, we received concerns that the provider was not meeting some of these requirements. On 20 October 2023, we carried out a regulatory telephone call, followed by a regulatory visit on 10 November 2023. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has strengthened security procedures for entry to the premises, including the installation of a lock on the main door leading to the nursery play area. A designated safeguarding person has been identified for the building, this enables them to oversee any safeguarding issues, linked to the other groups that use the premises.

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](#).