

Complaint about childcare provision

Ref: 504717/5941499

Date: 17 February 2025

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 27 January 2025, we received concerns that the provider was not meeting requirements relating to staff to child ratios, specifically linked to after-school-care.

On 7 February 2025, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has accepted full responsibility for an incident that occurred. As a result, they have briefly reviewed the processes in place to manage school collections. This helps to ensure the arrangements for after-school-care are effectively managed.

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](#).