

Complaint about childcare provision

Ref: EY243957/5935345

Date: 22 January 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 20 January 2025 we received concerns that this provider was not meeting some of these requirements. On 22 January 2025, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They have contacted the local authority to renew safeguarding training for all staff, including designated leads for safeguarding. The provider has also reviewed their policies and procedures to ensure they are robust and has taken steps to make sure staff understand the procedures to follow if they have a concern about an adult or a child. 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](#).