

Complaint about childcare provision

Ref: EY244077/5307722

Date: 1 March 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 10 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 February 2023, we carried out regulatory visit. We found the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 7 March 2023:

improve knowledge and understanding of responsibility to inform Ofsted, in a timely manner, of significant changes particularly in relation to any person who cares for or is in regular contact with children.

On 7 March 2023, the provider responded to the action set. We found that the provider had taken appropriate steps to improve their knowledge and understanding of matters they are required to notify Ofsted about.

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](#).

