

Complaint about childcare provision

Ref: EY314174/5852672

Date: 13 January 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 15 October 2024 we received concerns that the provider was not meeting some of these requirements. The provider also notified us of these concerns.

On 22 October 2024 and the 5 November 2024 we carried out regulatory telephone calls with the provider. We found the provider was not meeting all of the requirements and we issued the following action for the provider to take:

ensure that you have, and understand, safeguarding policies and procedures that are in line with the guidance and procedures of the Local Safeguarding Partnership.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).