

Complaint about childcare provision

Ref: EY358603/5787825

Date: 21 August 2024

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 24 July 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Safety and suitability of premises, environment and equipment, Supporting and understanding children's behaviour, Staff: child ratios, and Information and record keeping.

On 14 August 2024, we carried out a regulatory telephone call. We found that the provider had taken appropriate action to minimise risks in the environment. They demonstrated a good knowledge of safeguarding procedures and what to do if an allegation was made against an individual working with children. Additionally, they demonstrated how they support children with additional needs and how their deployment of staff is altered to meet the needs of the children.

However, we also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

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](#).