

Complaint about childcare provision

Ref: EY361127/5469721

Date: 4 July 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 19 June 2023, and 22 June 2023, we received concerns that the provider was not meeting some of these requirements. On 23 June 2023, the provider notified us of the concerns raised on the 19 and 22 June 2023. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 3 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued 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.

Action needed by 10 July 2023:

- ensure that a written record of any complaints, and the outcome is maintained.

We are satisfied with the action taken by the provider. The provider remains 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](#).