

Complaint about childcare provision

Ref: EY379463/5871054

Date: 11 November 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 5 November 2024, Ofsted received concerns about qualifications, training, support and skills, and the safety and suitability of premises, environment and equipment.

On 11 November 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. Risk assessments have been revised to ensure children remain safe while sleeping. This information has been shared with staff to prevent a similar incident happening again. Ofsted are satisfied with the action taken. 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](#).