

Complaint about childcare provision

Ref: EY406599/4940097

Date: 23 November 2021

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 29 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 3 and 9 November 2021 we carried out regulatory telephone calls with the provider. We found that the provider was meeting requirements in relation to the concerns we received. During the telephone call on 9 November 2021, we identified that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents more 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](#).