

Complaint about childcare provision

Ref: EY410263/5604778

Date: 9 January 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 23 Nov 2023 we received concerns that this provider was not meeting some of these requirements. On 3 Jan 2024, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a change within the required timescale, which is a requirement of their registration. The provider had reflected on their knowledge and understanding of changes that must be notified to Ofsted. They now understand that in future all changes or significant events must be notified to Ofsted without delay.

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](#).