

Complaint about childcare provision

Ref: EY430114/5866338

Date: 24 January 2025

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 31 October 2024, we received concerns that the provider was not meeting requirements.

On 22 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 5 February 2025:

- ensure you obtain relevant permissions from parents and carers and you adhere to their specific wishes regarding the care of their children
- ensure you share with parents and carers the range and type of activities and experiences provided for children and the daily routines of the setting
- keep a written record of any complaints, and their outcome.

We will monitor the provider's response to ensure the actions are successfully completed.

At the regulatory visit on 22 January 2025, we also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

On 29 January 2025, the provider responded to the actions set. We found that the provider had amended & updated the parent's permission/consent forms to ensure they read much more clearly and concisely. The provider has strengthened procedures to ensure parents and carers are made fully aware of any intended activities and experiences. Additionally, the provider has improved the setting procedures for recording any complaints or concerns.

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](#).