

Complaint about childcare provision

Ref: EY431065/5874765

Date: 18 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 8 November 2024, we received concerns that the provider was not meeting requirements relating to learning and development considerations and safety and suitability of premises, environment and equipment.

On 14 November 2024, we carried out a regulatory telephone call. 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

Action needed by 15 November 2024:

- implement a procedure, including to work with parents and/or carers, for taking appropriate action regarding children's health need.

Action needed by 6 December 2024:

- ensure children who require additional support, including those with special educational needs and/or disabilities, receive targeted support to meet their individual needs.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).

