

Complaint about childcare provision

Ref: EY431582/5866463

Date: 16 December 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 31 October 2024, we received concerns that the provider was not meeting requirements and on 1 November 2024, the provider also notified us about an incident linked to Safeguarding policies and procedures and Safety and suitability of premises, environment and equipment. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 12 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured staff have undertaken professional development. Staff demonstrate they know how to identify and minimise risks to promote children's safety and well-being.

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](#).

