

Complaint about childcare provision

Ref: EY463516/5816052

Date: 19 September 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 29 August 2024, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment and key person.

On 18 September 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved nappy changing processes, addressed weaknesses identified in the key-person system and provided training for staff to develop their understanding of how to meet the care needs of all children.

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](#).