

Complaint about childcare provision

Ref: EY465939/5698108

Date: 16 April 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 2 April 2024, we received concerns that the provider was not meeting some of these requirements. On 10 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 24 April 2024:

- increase knowledge and understanding of your role and responsibilities as a childminder, including the requirements relating to the changes that must be notified to Ofsted.

We will monitor the provider's response to ensure the action is successfully completed.

We also found that the provider has failed to notify Ofsted of significant events, which is a requirement of their registration. 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](#).