

Complaint about childcare provision

Ref: EY470433/5758778

Date: 4 July 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 18 June 2024, we received concerns that the provider was not meeting some of these requirements. On 20 June 2024, the provider notified us of an allegation which they had become aware of on 18 April 2024. This notification was not made within 14 days of the allegation being received, which is a requirement set out in the Statutory framework for the early years foundation stage.

On 4 July 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 had reviewed their safeguarding policy and procedure and then followed the correct procedures to notify the local authority designated officer and Ofsted of an allegation.

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](#).