

## **Complaint about childcare provision**

EY271884/C339256

**Date:** 04/04/2018

### **Summary of complaint**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 13 February 2018, we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the setting. Following our visit we issued the following notices to improve –

ensure there are suitable hygienic changing facilities for changing any children who are in nappies

ensure all reasonable steps are taken to ensure children in your care are not exposed to risks, this specifically refers to the location and management of the kettle and bottle warmer in the baby room.

Ofsted has received an appropriate response to the notices to improve to demonstrate that requirements are being met.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)