

## **Complaint about childcare provision**

Ref: EY557868/4684631

Date: 20 January 2021

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 January 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 January 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

ensure that outings and activities are appropriately risk assessed with regard to Covid-19 and comply with current guidance by 25/01/2021

ensure that information for parents about activities and outings during the Covid-19 period allow them to make an informed choice about their children's participation by 25/01/2021.

### **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](#).