

Complaint about childcare provision

Ref: 2507225/4735452

Date: 26 March 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 4 March 2021 we received concerns that the provider was not meeting some of these requirements.

On 12 March 2021, we carried out a regulatory telephone visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This notice requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 March 2021:

ensure that children are adequately supervised so that they are kept safe and their individual needs are met

take reasonable steps to ensure that children are not exposed to risks and demonstrate how staff manage risks in the environment

take steps to ensure that the area for the preparation of food and drinks is hygienically maintained.

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](#).