

Complaint about childcare provision

Ref: EY296452/4861680

Date: 16 August 2021

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 8 August 2021, we received concerns that the provider was not meeting some of these requirements. On 16 August 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. The provider will be able to give parents further information about this.

Actions needed by 30 August 2021:

- complete the requirements as outlined in the recent fire safety schedule issued by the local fire safety inspector to improve fire safety and the safety of children.

On 29 August 2021, the provider responded to the action set. We found that the provider had completed all the requirements as outlined in the recent fire safety schedule issued by the local fire safety inspector. This has improved fire safety within the setting and the safety of children. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).