

Complaint about childcare provision

Ref: EY284077/4899207

Date: 6 October 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 20 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 October 2021, we carried out a regulatory visit. 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 25 October 2021

- make sure the environment is safe and suitable for children at all times and take all reasonable steps to minimise risks effectively.

On 11 October 2021, the provider responded to the action set. We found that the provider had updated her risk assessment and made changes to the environment to ensure it is suitable for children at all times.

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](#).