

## **Complaint about childcare provision**

Ref: EY487274/4896993

Date: 28 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](http://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 17 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 September and 14 October 2021, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider reviewed and improved the procedures for settling children in, to ensure best practice for children who are unsettled. The provider reminded staff of the settings policy that hot drinks must not be consumed in areas where children are present. The provider will be able to give parents further information about this. 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](#).