

## **Complaint about childcare provision**

Ref: EY306793/4843155

Date: 30 November 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 16 July 2021 we received concerns that this provider was not meeting some of these requirements. On 30 November 2021 we carried out a regulatory telephone call. We found that the provider was not meeting the requirement regarding health, with particular regard to sun safety, and had taken action to put this right. The provider has amended their policy to ensure that children are given suitable protection when they are outside in hot weather, and checked that staff are familiar with this policy. We have issued an actions letter. This requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

- ensure that complaints are thoroughly investigated, the complainant is notified of the outcome and an accurate record is maintained by 7 December 2021

On 6 December 2021, the provider responded to the action set. We found that the provider had improved the procedures for managing complaints. We are satisfied that the provider has met the safeguarding and welfare action 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](#).