

## **Complaint about childcare provision**

Ref: EY493379/4881678

Date: 3 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 31 September 2021 we received concerns that this provider was not meeting some of these requirements.

On 14 October 2021, we carried out a regulatory visit. We found that 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 22 October 2021

- children must usually be within sight and hearing and always within sight or hearing
- make sure children are not able to leave the premises unsupervised
- make sure risk assessments consider the individual needs of all children in your care and keep them safe while on outings.

We are satisfied with the action taken by the provider. 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](#).