

Complaint about childcare provision

Ref: 2519666/4954505

Date: 22 December 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 10 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 13 December 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 January 2022:

- conduct robust risk assessments of all areas of the premises, to ensure that staff and children are not exposed to risks or hazards, including in areas that may be used as exits in an emergency

- ensure that the area used for preparation of breakfast and snacks and the storage of food is safe, suitable and hygienically clean.

The provider responded within the timescale set to confirm that the actions have been successfully completed. 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](#).