

Complaint about childcare provision

Ref: EY284703/5120033

Date: 27 April 2022

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 23 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 26 April 2022, 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 29 April 2022:

- take necessary steps to prevent children from being exposed to risks, with particular regard to ensuring that they are not able to access the nursery kitchen unsupervised.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 29 April 2022, the provider responded to the action set. We found that the provider has installed new handles to the door of the nursery kitchen, to ensure that children cannot access it unsupervised.

We are satisfied 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.