

Complaint about childcare provision

Ref: 2656816/5154917

Date: 13 June 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 9 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 1 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued an action for the provider to take.

Action needed by 13 June 2022:

- ensure risk assessments include the necessary steps to prevent the spread of infection and promote children's good health

On 10 June 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of risk assessment procedures and taken the necessary steps to prevent the spread of infection and promote children's good health.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).