

## **Complaint about childcare provision**

Ref: EY280509/5162904

Date: 7 July 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](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 18 May 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

- review nursery routines with regards to transition times between lunch and activities, to ensure they meet the needs of all the children by 22 July 2022
- ensure risk assessments are effective in identifying hazards to children and take swift action to remove them by 15 July 202

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](#).