

## **Complaint about childcare provision**

Ref: 2526059/5189052

Date: 28 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 27 June 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 5 July 2022: (include bullet points as shown in the example below)

- ensure children are not exposed to risks, in particular cleaning products.

We received further concerns that the provider was not meeting the requirements. We visited the setting on 14 July. We found the provider had addressed the previous action set. In addition, we found that the provider had not been completing progress checks at age two in the required timescales. They had not been sharing these with parents. The provider has now taken steps to rectify this and now has appropriate processes in place. In addition, we found that where there had been concerns about children's development, management had not acted in a timely manner to liaise with other professionals and seek support. The provider has now began to seek external support with this. There is therefore no further action required by Ofsted.

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](#).