

## **Complaint about childcare provision**

Ref: EY258610/5196484

Date: 2 August 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 30 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 July 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 below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 11 July 2022:

- ensure that you do not exceed the maximum number of children under the age of 5 as prescribed in the EYFS
- ensure that risk assessments are effective so that risks are managed to keep children safe.

We will monitor the provider's response to ensure the actions are successfully completed.

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### **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](#).