

Complaint about childcare provision

Ref: EY435809/5222975

Date: 8 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 1 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 August 2022, we carried out an unannounced regulatory visit. We found that following a recent play accident, the provider appropriately reviewed the risk assessments for outside play activities and took prompt action to reduce risk of recurrence. We also found the provider had failed to notify Ofsted of some significant events, which is a requirement of their registration.

The provider will be able to give parents further information about this. 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](#).