

Complaint about childcare provision

Ref: EY411243/5171874

Date: 25 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 and 22 July 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 1 August 2022:

- ensure risk assessments identify and minimise risks within all areas of the provision, with particular regard to children's use of the bathroom.

On 17 August 2022, the provider responded to the action set. We found that the provider has updated their risk assessment procedures to ensure all risks are identified and minimised.

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