

Complaint about childcare provision

Ref: EY312526/5202442

Date: 29 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 7 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 19 August 2022:

- ensure the fire policy complies with health and safety legislation; for example, procedures to assess any risks identified during emergency evacuations
- revise the fire evacuation procedure to ensure it is effective in evacuating all persons
- ensure the induction training provides all staff with sufficient information to perform effective emergency evacuations.

We monitored the provider's response and we are satisfied that the actions were successfully completed. 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](#).