

## **Complaint about childcare provision**

Ref: EY415259/5202572

Date: 12 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 10 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 11 August 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. The provider is still registered with Ofsted.

Actions needed by 1 September 2022

- \* ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
- \* ensure that all staff implement effective risk assessments and follow the necessary procedures to keep children safe, with particular regard to playing outside and sun safety.

We will review the provider's response to the actions issued at their next inspection to ensure they are successfully completed.

### **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](#).