

Complaint about childcare provision

Ref: EY546803/5232534

Date: 25 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 15 August 2022, we received concerns that the provider was not meeting some of these requirements. On 22 August 2022 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 29/08/2022:

- ensure that the premises are organised in a way that meets the needs of children, with particular regard to meeting indoor space requirements
- take steps to ensure the safety of children and staff on the premises in the case of fire or any other emergency by making sure that exit doors can be easily opened from the inside
- ensure prompt action is taken when Ofsted requires further information to process suitability checks for those working or living on the premises.

The provider subsequently took the appropriate action. 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](#).