

## **Complaint about childcare provision**

Ref: EY224972/5247985

Date: 7 October 2022

### **Summary of outcome**

Our reference: 5247985/ EY224972

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 05 Sep 2022, we received concerns that the provider was not meeting some of these requirements.

On 30 September 2022, we carried out a regulatory telephone call to look into these concerns. We found that the provider had taken steps to further improve risk assessment of the outdoor play area to minimise any potential hazards to children's safety. We also found that staff had attended refresher training on first aid to help them deal with accidents effectively.

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](#).