

## **Complaint about childcare provision**

Ref: 2603534/5256259

Date: 5 October 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 14 September 2022, we received concerns that the provider was not meeting some of these requirements. On 16 September and 22 September 2022 we carried out a number of regulatory telephone discussions. 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.

Actions due by 7 October 2022:

- ensure that staffing arrangements are suitable and ensure children's safety. This is with particular reference to times when children are using potentially hazardous equipment such as scissors
- take action to identify all areas of potential risk to children and identify how hazards are to be removed or minimised. This is with particular reference to the outdoor area.

We have monitored the provider's response to the actions and are satisfied with the action taken. 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](#).