

## **Complaint about childcare provision**

Ref: EY469243/5248904

Date: 20 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 5 September 2022 we received concerns that the provider was not meeting some of these requirements.

On 20 October 2022, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. The provider has taken action to put this right. Updated and clear information has been recorded relating to the procedures for administering sun cream to individual children and discussions have been held with staff to secure their knowledge and understanding of the procedures for administering sun cream.

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](#).