

Complaint about childcare provision

Ref: EY485788/5307936

Date: 7 December 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 18 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 December, 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 22 December 2022:

- ensure that facilities for nappy changing are suitable and hygienic to promote the good health of children
- improve all staff's knowledge and understanding of how to identify possible risks to children's health and safety in order to take prompt and effective action to promote children's well-being.

We will monitor the provider's response to ensure the actions 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](#).