

## **Complaint about childcare provision**

Ref: 2664460/5329759

Date: 23 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](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 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 December 2022, we carried out a regulatory telephone call and had further email communications. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider ensured that they have at least one person who has a current paediatric first aid (PFA) certificate on the premises and available at all times when children are present. The provider had also improved systems to monitor the expiration of other compulsory courses to remain compliant at all times.

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](#).