

Complaint about childcare provision

Ref: EY416775/5303488

Date: 10 January 2023

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 14 November 2022 and 5 January 2023, we received information that raised concerns that the provider was not meeting some of these requirements. On 9 January 2023, we carried out a regulatory visit. We found that the provider was previously not meeting some of the requirements, particularly in relation to food and drink and premises.

The provider has taken action to rectify the concerns. They have implemented procedures to ensure children's water bottles remain hygienic and they have replaced the sleep mats and changing mats to ensure they are safe and hygienic. On this occasion we took no further action because we believe the provider will meet the requirements for food and drink and premises in the future. 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](#).