

## **Complaint about childcare provision**

Ref: EY463962/5364167

Date: 24 February 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](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 31 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 January 2023, we carried out a regulatory telephone call. 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 needed by 28 February 2023:

- familiarise yourself with current guidelines for safer sleep for babies and children and review sleeping arrangements, including how to ensure that children do not overheat while they sleep
- gain a better understanding of current issues in safeguarding, including how to recognise and respond to concerns about injuries to non-mobile babies.

We are satisfied with the action the provider has taken. She has renewed her knowledge and reviewed her arrangements for children's sleep and revised her safeguarding policy. The provider remains 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](#).