

## **Complaint about childcare provision**

Ref: 110256/5373581

Date: 15 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 13 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 February 2023, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements.

We have issued actions for the provider to take.

Actions needed by 1 March 2023:

ensure staff develop skills in managing children's behaviour at mealtimes

ensure there are suitable hygienic facilities for changing any children who are in nappies and make separate toilet facilities available to adults to prevent the risk of cross infection.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We are satisfied with the action taken by the provider.

### **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](#).