

Complaint about childcare provision

Ref: EY217322/5383930

Date: 13 March 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, 22 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 and 13 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has reviewed the indoor playroom - general nursery activities risk assessment to include clearer guidance on the use of safety harnesses for all children under the age of two years while sitting in highchairs or when placed in low chairs at mealtimes. In addition, the risk assessment has been shared with all staff and has been implemented by the baby room staff at mealtimes.

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](#).