

## **Complaint about childcare provision**

Ref: EY423224/5381135

Date: 28 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 17 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 and 28 February 2023, we carried out regulatory telephone calls. 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 14 March 2023:

- take all reasonable steps to ensure children in your care are not exposed to risks
- ensure the premises are fit for purpose and suitable for the activities provided, with particular regard to outdoor spaces.

On 13 March 2023, the provider responded to the actions set. We found that the provider had begun works to improve their premises and implemented risk assessment arrangements to keep children safe. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).