

Complaint about childcare provision

Ref: EY562239/5397899

Date: 23 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 14 March 2023 the provider notified us of significant event about children's health. The notification mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events relating to children's health and safety.

On 17 March 2023 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken immediate action to put this right. The provider reviewed and amended their risk assessment procedures to reduce risks to children. The provider also reviewed the arrangements for the supervision of children at mealtimes and has taken prompt and appropriate action to ensure mealtime procedures are consistently followed.

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](#).