

## **Complaint about childcare provision**

Ref: 2499305/5368603

Date: 23 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 February 2023, we carried out a regulatory visit. 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 24 February 2023

- ensure an EY2 is submitted to Ofsted for all staff, to enable suitability checks to be completed
- ensure fire safety equipment is positioned correctly, in relation to smoke detectors and that staff feel confident to identify potential risks.

The provider respond satisfactorily to the actions.

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](#).