

Complaint about childcare provision

Ref: EY558206/5347333

Date: 16 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 12 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 2 March 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. The provider is still registered with Ofsted. Actions needed by 16 March 2023:

- ensure that any risks to children's health or safety are identified and action is taken to remove or minimise risks
- develop a clear understanding of when to notify Ofsted of significant events

We will monitor the provider's response to ensure the actions are successfully completed.

The provider responded to the actions on the 14 March 2023. Risk assessments have been reviewed and action taken to remove any possible risks to children in the environment. In addition, the provider has improved their understanding of when to notify 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](#).

