

Complaint about childcare provision

Ref: EY491499/5412810

Date: 14 April 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 April 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 26 April 2023:

- ensure there are suitable hygienic toilet facilities available for toddlers
- improve how managers share information with parents regarding the complaints process
- ensure that staff follow nursery procedures on every occasion that children have an accident or sustain an injury
- provide support and training for staff, so that they understand their roles and responsibilities to ensure that they offer quality learning experiences for children

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](#).