

## **Complaint about childcare provision**

Ref: EY460144/5397013

Date: 11 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](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 14 March 2023 and on the 15 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 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 25 April 2023:

- improve the risk assessment to include the heating system so that any risks are identified, minimised or removed in a timely manner in order to ensure children or staff are not exposed to risks.

On 26 April 2023, the provider responded to the action set. We found that the provider had improved the risk assessment to include the heating system. The updated risk assessment now includes checking the temperature of radiators each morning so that any risks can be identified, minimised, or removed to ensure children or staff are not exposed to risks.

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](#).

