

Complaint about childcare provision

Ref: 2579443/5411877

Date: 18 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 29 March 2023, the provider notified us of the potential suitability of a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of matters affecting the suitability of staff.

On 14 April 2023, we carried out a regulatory telephone call. 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 28 April 2023:

- ensure risk assessments identify potential risks and the measures to take to minimise risk to children, in particular the procedure for checking the identity of visitors.

On 24 April 2023, the provider responded to the action and has completed risk assessments and put measures in place to ensure appropriate visitors' procedures are in place.

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](#).