

## **Complaint about childcare provision**

Ref: EY539011/5386274

Date: 22 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](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 1 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 March 2023:

ensure all staff have a clear understanding of their roles and responsibilities, particularly with regard to the safe interaction and handling of children

On 20 March 2023, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of their responsibilities.

We are satisfied the provider has met the action 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](#).