

## **Complaint about childcare provision**

Ref: EY291389/5427339

Date: 26 May 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 25 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 April 2023, the provider notified us of an incident at the nursery. 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 a significant event.

We conducted a regulatory visit on 4 May 2023. We found the provider was not meeting some of the requirements and had taken action to put this right. An incident occurred where children were able to handle cleaning chemicals. The nursery management have now reviewed their cleaning procedures and risk assessments.

The provider will be able to give parents further information about this. 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](#).