

Complaint about childcare provision

Ref: EY305333/5472939

Date: 4 July 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 23 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 July 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.

Actions needed by 18 July 2023:

- implement a thorough and effective risk assessment that demonstrates prompt action is taken to remove or minimise risk to always ensure children's safety with particular regard to the bathroom area.

The provider will be able to give parents further information about this

On 12 July 2023 the provider responded to the action set. We found that the provider had improved their systems for ensuring that the bathroom risk assessments identify all potential hazards and promote the health of children.

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](#).

