

Complaint about childcare provision

Ref: EY360601/5495987

Date: 17 August 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 21 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 16 August 2023, we carried out a regulatory visit. We found no breaches to the legal requirements. However, the provider had already taken some action following a complaint. For example, the provider will no longer be using some cosmetic based products with younger children. They will also be consulting with parents more regularly regarding activities they consent to their children being involved in. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We are satisfied with the action taken by the provider.

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](#).