

## **Complaint about childcare provision**

Ref: EY425030/5499097

Date: 9 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](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 July and 3 August 2023, we received concerns that the provider was not meeting some of the requirements.

On 4 August 2023, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 17 August 2023:

- improve the processes of risk assessment to identify and manage any hazards within the environment to keep children safe.

On 11 August 2023, the provider responded to the actions set. The provider has improved the processes of risk assessment to identify and manage any hazards within the environment to keep children safe.

We are satisfied the provider has met the safeguarding and welfare 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](#).