

Complaint about childcare provision

Ref: EY388910/5533723

Date: 15 September 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 14 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements as children were able to leave the premises, unsupervised, and reach a public road. However, we found the provider had taken action to put this right.

The provider has taken steps to ensure further risk assessments are in place to supervise any visitors conducting work on the premises and make sure any exits to the premises are appropriately managed. They have further trained staff to ensure children are supervised adequately, always within sight or sound, and accounted for at all times.

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](#).