

## **Complaint about childcare provision**

Ref: EY431884/5527421

Date: 14 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](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 6 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 September 2023, we carried out a regulatory telephone call. We found the provider was not meeting some 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 20 September 2023:

- ensure that reasonable steps are taken to identify and minimise any risks to children in regard to sleeping processes and procedures.

On 20 September 2023, the provider responded to the action set. We found that the provider had undertaken a thorough risk assessment to help minimise risks to children while sleeping.

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](#).