

## **Complaint about childcare provision**

Ref: 2494595/5528535

Date: 5 October 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 23 August 2023, we received concerns that the provider was not meeting some of these requirements. On 4 October 2023, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 11 October 2023:

- ensure staff are deployed to always supervise children effectively and to meet children's needs
- ensure that staffs' practice accurately reflects the settings policy and procedures, this specifically relates to carrying out and recording daily risk assessment checks.

We are satisfied with the action taken by the provider. The provider remains 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](#).