

Complaint about childcare provision

Ref: EY379163/5565882

Date: 24 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 October 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 within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 25 October 2023:

- review your risk assessments to ensure all reasonable steps are taken to minimise risks to children, particularly when they are being collected by parents.

On 1 November 2023, the provider responded to the action set. We found that the provider has reviewed the procedure for when parents collect their children and ensured the area for handing over children is 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](#).