

Complaint about childcare provision

Ref: 2532408/5601048

Date: 1 December 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 27 November 2023, , we received concerns that the provider was not meeting some of these requirements. On the 30 November 2023, we carried out a regulatory visit and found the provider was not meeting some of these requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 14 December 2023:

ensure rooms, including food preparation areas are clean, hygienic and well maintained

comply with requirements of health and safety legislation, including registering with environmental health.

On the 13 December 2023, the provider responded to the actions set. We found the provider has taken steps to improve the maintenance of the premises to ensure it is clean and hygienic . Furthermore, the provider has registered with environmental health to ensure they fulfil their other legal duties. We are satisfied the provider has met the safeguarding and welfare actions 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](#).