

## **Complaint about childcare provision**

Ref: 2520081/5596532

Date: 21 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](https://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 21 November 2023 and 13 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 December 2023, we carried out a 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.

Actions needed by 19 January 2024:

- ensure that a written record is made of any complaints and their outcome
- ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom and how the risks will be removed or minimised.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).