

## **Complaint about childcare provision**

Ref: EY553528/5607794

Date: 3 January 2024

### **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 4 December 2023, the provider notified us about an allegation made against a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 6 December 2023 and 14 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 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. The provider is still registered with Ofsted.

Actions needed by 12 January 2024:

- ensure that all staff understand how to carry out risk assessments effectively to identify and respond to any risks to children's safety
- use risk assessment effectively to identify and respond to any risks to children's safety in a timely way.

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

### **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](#).

