

## **Complaint about childcare provision**

Ref: 2714406/5618905

Date: 10 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 15 December 2023, the provider notified us of a significant event. This meant they met their legal responsibility to notify Ofsted, as set out in the Statutory framework for the early years foundation stage. On 20 December we also received a concern about the same incident.

On 9 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. This included improving risk assessments and taking steps to minimise any identified hazards, as well as providing additional training for staff. We were satisfied that the requirements were met at the time of the visit. The provider will be able to give parents further information about this. 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](#).