

## **Complaint about childcare provision**

Ref: EY454448/5615714

Date: 3 March 2024

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 December 2024, we received concerns that this provider was not meeting some of these requirements. On 1 March 2024, we carried out an unannounced regulatory visit. Following this visit, we served the provider with a Notice to Improve (NTI). The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **■ Actions needed by 15 March 2024:**

carry out effective risk assessments to ensure any potential hazards to children's health and safety are identified and prompt and decisive action is taken to remove or minimise risks and make sure all areas are kept clean and hygienic.

### **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](#).