

## **Complaint about childcare provision**

Ref: EY285259/5592910

Date: 27 February 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 16 November 2023, we received concerns that the provider was not meeting some of these requirements

On 22 February we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had improved risk assessments to help ensure children's safety in the garden, in particular removing potential risks to children when using the climbing frame.

During the telephone call, we found that the provider was not meeting other requirements. We have issued an action 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 29 February 2024:

- develop knowledge and understanding of the requirement for notification to Ofsted.

We will monitor the provider's response to ensure the action is successfully completed.

On the 5 March 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding to notify relevant events or changes and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action 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](#).