

## **Complaint about childcare provision**

Ref: EY563425/5656818

Date: 4 March 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](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 the 12 and 13 February 2023, we received concerns that the provider was not meeting some of the requirements.

On 27 February 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 March 2024:

- take action to ensure risk assessments are thorough and effective in identifying and addressing any potential hazards
- take action to ensure deployment of staff meets the safety and wellbeing requirements of all children.

On 7 March 2024, the provider responded to the action set. We found that the provider had taken steps to ensure that risk assessments are thorough and effective in identifying and addressing any potential hazards. The provider has taken action to ensure deployment of staff meets the safety and wellbeing requirements of all children.

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