

## **Complaint about childcare provision**

Ref: 321475/5674917

Date: 1 April 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 05 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 March 2024, 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 29 March 2024:

- improve the security of the premises, specifically in relation to the outdoor area, to prevent unauthorised persons entering the premises.

Actions needed by 12 April 2024:

- ensure the setting's policies and procedures are followed in relation to risk assessments, and improve the arrangements to identify and minimise hazards.

We are satisfied with the action taken by the provider.

### **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](#).