

Complaint about childcare provision

Ref: EY553772/5690740

Date: 19 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 April 2024, we carried out a regulatory visit. We found the provider was not meeting two of the requirements. We have issued action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 3 May 2024:

ensure the named deputy understands her role and responsibilities in the absence of the manager

ensure risk assessment procedures are implemented effectively. This includes ensuring all areas of the nursery are clean and suitable for their purpose

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).