

Complaint about childcare provision

Ref: EY431002/5698243

Date: 24 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 2 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 April 2024, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 3 May 2024:

- ensure that hazards identified by staff are promptly removed or addressed to minimise potential harm to children, with particular regard to the outdoor play area.

On 29 April 2024, the provider responded to the action set. We found that the provider has taken action to address hazards in the outdoor play area to minimise risks to children and ensure their safety.

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](#).