

Complaint about childcare provision

Ref: EY463521/5766419

Date: 18 July 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 18 July 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. The provider is still registered with Ofsted.

Actions needed by 19 November 2024:

- review and improve risk assessments to ensure all reasonable steps are taken to ensure children and staff are not exposed to risks: this relates to keeping fire doors free from obstruction
- demonstrate how risk assessment information relating to fire safety is shared with staff, so that they understand their responsibilities to keep children safe.

We are satisfied with the action taken by the provider. The provider remains 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](#).