

Complaint about childcare provision

Ref: 2544912/5474920

Date: 15 July 2023

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 27 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 July 2023, we carried out a regulatory visit and found the provider was not meeting some of these requirements.

We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 12 July 2023:

ensure that all reasonable steps are taken to safeguard children from risks, and put in place a robust risk assessment that identifies aspects of the environment that need to be checked, which should include how these risks will be removed or minimised, and one that is understood and implemented by all staff.

The provider has responded appropriately to these actions. They have supported staff to implement ongoing risk assessments in order to check the environment and ensure all hazards are removed and/or minimised.

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](#).