

Complaint about childcare provision

Ref: EY216651/5777646

Date: 14 August 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 11 July 2024, we received concerns that this provider was not meeting some of these requirements. On 14 August 2024, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of the requirements and had taken prompt action to put this right. The provider has reviewed their premises to make sure fire exit doors can only be opened by adults. They have reviewed their risk assessments to ensure these are implemented effectively during busy times, such as when children are leaving the nursery. The provider will be able to give parents further information about this. 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](#).