

Complaint about childcare provision

Ref: EY246073/4648091

Date: 7 December 2020

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 <http://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 26 November 2020 we received concerns that the provider was not meeting some of these requirements. On the 1 December 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Action needed:

implement a rigorous system for risk assessment to promote the good health of children attending the setting, by 14 December 2020.

On 07 December 2020, we received a action response from the provider and this showed that appropriate action has been taken and consequently the notice to improve has been lifted.

The provider will be able to give parents further information about this. 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](#).

