

Complaint about childcare provision

Ref: EY357952/5365334

Date: 13 February 2023

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 02 February 2023 we received concerns that this provider was not meeting some of these requirements. On 08 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. Actions needed by 08 March 2023

review risk assessments during outings, particularly in relation to children being placed in car seats

ensure accident records are maintained and shared with parents

ensure all essential information relating to children is gathered from parents as soon as reasonably possible

The provider is still registered with Ofsted.

We are satisfied that the provider has addressed all actions.

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](#).