

## **Complaint about childcare provision**

Ref: 2721493/5939051

Date: 19 March 2025

### **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](https://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 23 January 2025, the provider notified us about Safety and suitability of premises, environment and equipment, Safeguarding policies and procedures and Qualifications, training, support, and skills. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 18 March 2025, we conducted a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. Following an accident in the setting, the provider took immediate action. The provider has reviewed the risk assessments and the process for warming drinks for children. They have held meetings with staff to remind them of the importance of following the setting's risk assessments and ensuring that drinks are at the correct temperature before giving them to children. Refresher training on food and drink preparation has been provided to all staff and additional equipment has been purchased for the safe warming of drinks. This ensures staff have a clear understanding of their roles and responsibilities in keeping children safe. 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](#).