

## **Complaint about childcare provision**

127285/C347851

**Date:** 23/07/2018

### **Summary of complaint**

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](http://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 22 May 2018 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

implement an effective risk assessment paying particular attention to ensuring cleaning products and aerosols are out of reach of children, and fire exits are kept continually clear, 23 August 2018

make sure staff have effective supervision, which enables confidential discussions and helps them receive support to aid their continual development, by 23 August 2018

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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)