

## **Complaint about childcare provision**

Ref: EY556757/4160153

Date: 22 February 2019

### **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](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 19 February 2019, we received a concern and on 21 February 2019 we completed an unannounced visit. We reviewed documentation and held discussions with the provider. We found that the risk assessment was not robust. We issued the provider with 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. The provider is still registered with Ofsted.

Action needed:

take all reasonable steps to ensure children are not exposed to health and safety risks, specifically relating to the outdoor area, by 7 March 2019.

### **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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).