

## **Complaint about childcare provision**

Ref: EY452551/4190293

Date: 17 May 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 27 March 2019 we received concerns that this provider was not meeting some of these requirements.

We have issued a notice to improve. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 April 2019.

- take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risks regarding your dog.

We made a follow up visit to the childminder on 10 May 2019 and found that procedures for the management of the family dog have been updated and shared with parents and staff. The dog was not observed to pose a risk during the visit. We are satisfied with the action taken by the childminder.

### **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](#).