

Complaint about childcare provision

Ref: EY373022/4146310

Date: 23 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 1 February 2019, we received concerns that this provider was not meeting some of these requirements. On 5 February 2019, the provider notified us of an accident involving a child, while in their care. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant events. The provider will be able to give parents further information about this.

Action needed

ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis and how the risk will be removed or minimised, with particular regard to children's use of the stairs (Risk assessment) To be completed by 12/04/2019.

The provider has given a satisfactory response to confirm that the action is met. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).