

## **Complaint about childcare provision**

Ref: EY375063/4175680

Date: 10 June 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 8 March 2019, we received information that raised concerns. On 12 April 2019, we carried out an unannounced visit to the setting. Following the visit, we served a Notice to Improve (NTI). This requires the provider to take the action within the timescales set. We asked the provider to ensure risk assessments in relation to specific issues address how potential risks and hazards will be removed and minimized and help to inform staff practice. The provider has responded to this action promptly by reviewing risk assessments and addressing specific issues. In addition, a strategy has been implemented to increase staff vigilance, including the implementation of additional training for all staff. We are satisfied the provider has taken prompt and effective action to meet the requirement. 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](#).