

## **Complaint about childcare provision**

Ref: EY475139/4263677

Date: 26 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 10 April 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 25 June 2019 where we found that the provider had taken sufficient action, in particular, action to improve risk assessments to ensure children remain safe. We found that the provider does not have a good enough understanding of events that need to be notified to Ofsted. We have issued a Notice to Improve. This is a notice that requires the provider to take the action below by 28 June 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed;

improve knowledge and gain a secure understanding of all events that need to be notified to 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](#).