

## **Complaint about childcare provision**

Ref: EY443320/4230532

Date: 18 July 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 17 May 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 24 May 2019. We issued a Welfare Requirements Notice. This is a legal notice 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.

Actions needed by 20 June 2019: take all reasonable steps to ensure children's health and safety; ensure that children are always at least within sight or hearing, but usually within sight and hearing to promote their safety; ensure that the premises are suitable and fit for purpose; this relates to responding appropriately, in a timely manner, to identified risks and maintenance issues to minimise potential harm to children while providing them with a suitable environment in which to play and learn.

We visited the provider on the 21 June 2019 and were satisfied with the actions taken. The provider remains 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](#).