

Complaint about childcare provision

Ref: 219083/4270089

Date: 22 July 2019

Summary of outcome

On 1 July 2019, the provider notified us of an accident to a child. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements. We carried out an unannounced visit to the provider to discuss the notification with the provider. As a result of this visit we issued a notice to improve that requires the provider to take the action below within the timescales set out.

ensure all reasonable steps are taken to ensure staff and children are not exposed to risks. This is with particular regard to procedures for safe use of both internal and external fire doors.

Action to be taken by 2 August 2019

The provider will be able to give parents further information about this. We are satisfied with the action taken by the provider. 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](#).