

## **Complaint about childcare provision**

Ref: EY559673/4276564

Date: 26 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 04 July 2019 we received concerns that this provider was not meeting some of these requirements. On 24 July 2019, we carried out an unannounced visit and found that the provider does not ensure that children can move around freely and safely in the premises. Additionally, we found that emergency exits are not kept clear. We have issued the provider with a notice to improve. The provider is still registered with Ofsted.

Action needed by 14 August 2019 –

organise the premises to ensure children have the space to move around freely and safely

keep doors free from obstruction so that children can be evacuated quickly and safely in the event of fire or any other emergency.

The provider responded to the actions within the required timescales. We are satisfied with the action taken. 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](#).