

## **Complaint about childcare provision**

Ref: EY538983/4287145

Date: 30 August 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 22 July 2019 we received concerns that this provider was not meeting some of these requirements.

We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 3 August 2019.

3.64 Take all reasonable steps to ensure children are not exposed to risks and take appropriate action when risks are identified to ensure children can play safely at all times

3.28 Ensure that children are adequately supervised at all times and that they are usually within sight and hearing of staff and always within sight or hearing.

The provider provided an appropriate response to the Notice to Improve, demonstrating that they have addressed the actions.

The provider will be able to give parents further information about this.

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.](#)