

## **Complaint about childcare provision**

Ref: EY357122/4281441

Date: 2 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 15 July 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This 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. The provider is still registered with Ofsted.

#### **Actions needed**

- ensure accidents /incidents are risk assessed and reviewed to identify how children are kept safe and risks are removed or minimised; and demonstrate how you are managing risks if asked by parents. This particularly relates to managing children's behaviours. By date 15 August 2019

A suitable response to the above action has been received. 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](#).