

Complaint about childcare provision

Ref: EY365921/4291790

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 July 2019 we received concerns that this provider was not meeting some of these requirements. We have served actions that requires the provider to take the action 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.

train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues by 27 August 2019

ensure that you take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risk by 27 August 2019

ensure that fire exits are clearly identifiable, and fire doors must be free of obstruction and easily opened from the inside by 27 August 2019

A suitable response to the actions was received

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](#).