

## **Complaint about childcare provision**

Ref: EY251062/4288771

Date: 3 September 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 24 July 2019, we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This is a notice that 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.

Actions needed: ensure written risk assessments clearly show how risks are being managed, to inform staff practice in relation to specific risks identified, and clearly identify aspects of the environment that need to be checked, and how the risk will be removed or minimised by 12/09/2019 and ensure records are easily accessible and available by 12/09/2019.

The provider took appropriate steps to meet the actions. 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](#).