

Complaint about childcare provision

Ref: EY411679/4284787

Date: 3 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 July 2019, we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve, which requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

ensure that any concerns about children's safety or welfare are notified to agencies with statutory child protection responsibilities, without delay (Child protection)

ensure that risk assessment is completed for the security of the premises and that the action identified to remove or minimise any risks is implemented (Risk assessment)

The provider has confirmed that the actions are met. 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](#).