

## **Complaint about childcare provision**

Ref: EY346048/4316510

Date: 27 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 27 August 2019, we received concerns that the provider was not meeting some of these requirements.

We have served a Welfare Requirements Notice. This is a legal notice 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.

Actions needed:

take all reasonable steps to ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed by 9 October 2019

We have monitored the provider's compliance with the actions above and are satisfied with the actions taken. 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](#).