

## **Complaint about childcare provision**

Ref: EY342466/4335418

Date: 29 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](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 19 September 2019, we received information which raised concerns that the provider was not meeting some of these requirements. On 2 October 2019 we carried out an announced visit to the provision. We issued the provider with 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.

Action needed:

take all reasonable steps to minimise the risks to children indoors, this is in relation to how children are kept safe from the dogs when the children are sleeping, by 10 October 2019

The provider is still registered with Ofsted. The provider responded in writing to the notice to improve and we are satisfied with the action taken to meet requirements.

### **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](#).

