

## **Complaint about childcare provision**

Ref: 218480/4317577

Date: 1 November 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.

Ofsted received concerns relating to the safety of children while on outings. The provider demonstrated that prompt and effective action had been taken to meet requirements. The action taken was to:

- improve the implementation of risk assessments in relation to children's safety while on outings.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents further information about this. 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](#).