

Complaint about childcare provision

Ref: 2534321/4330886

Date: 13 January 2020

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 7 August we received concerns that this provider was not meeting some of these requirements. On 22 August the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of any significant events. However, we visited the provider and established that they had failed to notify relevant external agencies of this event and to implement effective risk assessments. We have issued a notice of action to improve. This notice 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:

- ensure that risk assessments identify all risks and hazards to children and take appropriate steps to minimise these by 8 January 2020

The provider has taken appropriate steps to meet the action. 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](#).