

Complaint about childcare provision

Ref: EY420833/4390919

Date: 22 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 26 November 2019, we received concerns that this provider was not meeting the requirements. We visited the provider and we issued a Notice to Improve. This is a 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. The provider has taken appropriate steps in response to the action. The provider is still registered with Ofsted.

Action required:

take all reasonable steps to ensure that staff and children are not exposed to risks, with specific regard to the transportation of children to and from nursery and the use of the electric heater in the baby room by 10 January 2020

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](#).