

Complaint about childcare provision

Ref: EY305606/4320739

Date: 12 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

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 August 2019 we received concerns that this provider was not meeting some of these requirements.

On 4 September 2019 we visited the provider. We have served a notice to improve that asks the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed to be met by 4 October 2019:

improve risk assessment arrangements to ensure that all staff act promptly when hazards are identified and take appropriate steps to remove or minimise risks to children, particularly in the baby room.

We are satisfied with the steps taken by the provider.

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](#).