

## **Complaint about childcare provision**

Ref: EY478434/4451944

Date: 28 February 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](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 11 February 2020 we received concerns that this provider was not meeting some of these requirements. On 25 February 2020 we carried out an unannounced visit to the premises and have sent the provider a Notice to Improve that asks them to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 6 March 2020:

- provide evidence of how you take all reasonable steps to ensure children in your care are not exposed to risks, with particular regards to a bag of kitchen waste left in the children's bathroom and the loose wire at the bottom of the nappy changing unit.

The provider replied to our notice to improve on 3 March 2020 and we are satisfied with the action taken to minimise the possibility this would occur again. 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](#).