

Complaint about childcare provision

Ref: EY558624/4442385

Date: 19 March 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 30 January 2020 we received concerns that this provider was not meeting some of these requirements. We held a telephone interview with the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that 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. The provider is still registered with Ofsted.

Action required;

Risk assessment

3.64 ensure that a risk assessment is carried out and appropriate action taken for all outings including, drop of and collection to and from each school. - By 28 Feb 2020

CR6

ensure that children's behaviour is managed in a suitable manner at all times. - By 28 Feb 2020

DATE 07 FEBRUARY 2020

An action response was received from the provider on 24 Feb 2020. The provider has addressed all the actions within the set timescale. We are satisfied with the action taken by

the provider. The provider remains suitable for registration.

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](#).