

Complaint about childcare provision

Ref: EY538070/4451599

Date: 25 March 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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 information from the provider, that raised concerns about safeguarding procedures. On 11 March 2020, we also received a concern regarding the safety of children and risk assessments.

We discussed the concerns with the provider who conducted an internal investigation.

We found that the provider had taken prompt and effective action to prevent a re-occurrence. The action taken was to:

- review the risk assessment to ensure there are no hazards to children when they are taking part in physical exercise activities (Safety and Risk assessment)
- update the policies and procedures, refresher training was immediately implemented (Child protection, Safeguarding).

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents further information about this. 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](#).

