

## **Complaint about childcare provision**

Ref: 155769/4465112

Date: 12 June 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 28 February 2020 we received information that indicated that the provider may not be meeting requirements. We visited the provider and found that they had not fully risk assessed the garden area prior to a child having an accident when they tripped on a step. The provider has now taken appropriate action to minimise these risks and the step is no longer accessible to children. The provider will be able to give parents further information about this. 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](#).