

## **Complaint about childcare provision**

Ref: EY468039/4535570

Date: 28 July 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 9 July 2020, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit and although it was not part of the original concern, we found the provider had not completed a thorough risk assessment. We issue the provider with a notice of action to improve requiring them to take the following action:

take all reasonable steps to ensure staff and children in your care are not exposed to risks, paying particular attention to ensuring internal doors are shut so children cannot access hazardous materials and members of the community centre cannot gain unauthorised access into the nursery. In addition, review the potential risk that toilet brushes pose to children's health and minimise that risk by 17 July 2020.

The provider will be able to give parents further information about this. We have received a satisfactory response on how they met the action. 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](#).