

## **Complaint about childcare provision**

Ref: EY312028/4548324

Date: 28 August 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 July 2020 we received concerns that this provider was not meeting some of these requirements.

We spoke with the provider by telephone and found that they had breached the requirement relating to risk assessment. This was because a children's activity had not been appropriately risk assessed which resulted in children not being adequately supervised. Through discussion the provider was able to appropriately identify the risks associated with the activity and was able to explain what changes would be made to such an activity in future to minimise the risks to children. As the provider has taken steps to rectify the breach we will not take any further action.

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](#).