

Complaint about childcare provision

Ref: EY499416/4536006

Date: 27 August 2020

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage (EYFS)', 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 9 July 2020, we received concerns that this provider was not meeting some of these requirements. We visited the setting on 29 July 2020. We have issued a Notice to Improve that asks the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 12 August 2020:

strengthen risk assessment processes to ensure all potential risks are identified and minimised within appropriate timescales.

The provider responded to confirm that they have reviewed and updated their risk assessment processes. We are satisfied with the action taken. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).