

## **Complaint about childcare provision**

Ref: 109947/4601763

Date: 10 November 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 14 October 2020, we received concerns that this provider was not meeting some of these requirements. We undertook an unannounced regulatory visit on the 4 November 2020 and issued a notice to improve. This requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 18 November 2020:

ensure all reasonable steps are taken to ensure children are not exposed to risks in the outdoor play environment.

We are satisfied with the action taken by the provider.

### **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](#).