

## **Complaint about childcare provision**

Ref: EY417588/4447613

Date: 8 July 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 6 February 2020 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This notice requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions to be completed by 13 March 2020

ensure risk assessments identify all aspects of the environment that need to be checked and take all reasonable steps to manage those risk to keep children and staff safe

keep a written record of all complaints and their outcome.

Ofsted have received a suitable and timely response to the actions required. 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](#).