

## **Complaint about childcare provision**

Ref: 2587500/4748271

Date: 18 April 2021

### **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 19 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 March 2021, we carried out a regulatory telephone call and on 1 April 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had made improvements regarding security and the supervision of the children. The provider will be able to give parents further information about this. However, we sent an actions letter asking the provider to ensure that the risk assessment for outings to the grass areas outside the nursery identifies the steps to be taken to remove, minimise and manage any risks and hazards.

We have now received a suitable response from the provider with information to show that the required action has been addressed. 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](#).