

Complaint about childcare provision

Ref: EY537219/4350803

Date: 18 October 2021

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 October 2019 we received concerns that this provider was not meeting some of these requirements. We discussed these concerns with the provider. We found the provider had taken prompt and effective action to:

- review risk assessments in relation to ensuring staff effectively follow the risk assessment procedure, particularly conducting a full check of the security of the outdoor gate. (Risk assessment)
- retrain staff with regards to the setting's policy and procedures for carrying out effective risk assessments. (Staff qualifications, training and skills)

We are satisfied with the action taken by the provider and no further action was required by Ofsted. 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 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](#).