

## **Complaint about childcare provision**

Ref: 2520139/4296120

Date: 1 November 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](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 2 August 2019 we received concerns that this provider was not meeting some of these requirements. We completed an unannounced visit on 8 August 2019, where we found damage to the perimeter fence, which had not yet been fixed. We issued a notice to improve requiring the provider to take the following action below within the timescales set out. The provider will be able to give parents further information about this.

Action required:

ensure that the premises, including outdoor spaces are fit for purpose. This is with specific regard to the perimeter fence panels by 16 August 2019.

We are satisfied with the action taken and 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](#).