

## **Complaint about childcare provision**

Ref: 2515662/4950074

Date: 17 November 2021

### **Summary of outcome**

On 8 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 November 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 3 December 2021:

take effective steps to ensure that all areas of the premises and equipment are fit for purpose, and suitable for the age of children cared for

ensure all risks and hazards to children's safety are identified, removed or minimised; specifically, in the outdoor areas.

On 30 November 2021, the provider responded to the actions set. We found that the provider had improved the layout of the premises and implemented effective risk assessments to ensure the safety of the children.

We are satisfied the provider has met the actions raised. 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](#).