

## **Complaint about childcare provision**

EY462646/C207846

**Date:** 14/01/2015

### **Summary of complaint**

On 17 March 2014 we received information that raised concerns about the provider's ability to safeguard children. At inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safety: in particular the requirement that providers must ensure that their premises, including outdoor spaces, are fit for purpose with specific regard to safety and hygiene. Providers must keep premises and equipment clean, and be aware of, and comply with, requirements of health and safety legislation (including hygiene requirements). We found that the provider had taken immediate action to address the concerns raised. A cleaner has been employed to ensure the setting is clean and safe for children to attend. In addition, the manager has introduced a comprehensive rota to ensure all areas of the setting, including resources and equipment, are kept clean. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)