

Complaint about childcare provision

EY453921/C265358

Date: 02/03/2016

Summary of complaint

On we received information from another agency raising concerns about compliance with the fire safety regulations.

We needed to investigate this concern to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to; Premises, Training, support and skills, Safety and Risk Assessment.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider was not following the procedure set out in their risk assessment to complete and record checks of the fire safety equipment. Following our visit the provider took immediate action to ensure their continued compliance with the requirements.

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)