

## **Complaint about childcare provision**

Ref: EY451952/3992037

Date: 28 September 2018

### **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 9 August 2018 we received concerns that this provider was not meeting some of these requirements.

We have issued an action which the provider should meet by 21 September 2018. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

**Actions needed**

improve the risk assessment of the premises to ensure that children can evacuate the premises safely in the event of an emergency.

We are satisfied with the action taken by the provider.

### **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](#).