

## **Complaint about childcare provision**

Ref: EY307283/4201669

Date: 5 July 2019

### **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 10 April 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 7 June 2019:

#### Accident or injury

Ensure the record of accidents or injuries includes sufficient information about the time and circumstances, injury sustained, and the first aid treatment given.

#### Risk assessment

Ensure risk assessments identify all aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

#### Complaints

Keep a written record of any complaints received and their outcome and ensure this is made available to Ofsted on request.

An appropriate response was received in a timely manner from the provider. We are satisfied with the actions 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 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](#).