

Complaint about childcare provision

EY491170/C273308

Date: 01/06/2016

Summary of complaint

On 13 January 2016 we received a notification from the provider advising us of a significant event that occurred on the premises. The notification means that the provider met their legal responsibility as set out in the Childcare Register requirements. However, the provider has not informed Ofsted within the required timescales. We do not investigate to prove or disprove information but we use the information to check if the setting is meeting all legal requirements. We liaised with other agencies and conducted an unannounced visit to the setting on 18 January 2016. We discussed these concerns and observed the premises. We found that the provider followed their safeguarding procedures appropriately. We also found that the provider has made improvements to the premises and to the deployment of staff. We issued an initial warning letter to remind the provider of their duty to inform Ofsted of any significant events within 14 working days. We will take no further action. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted