

Complaint about childcare provision

EY544779/C345295

Date: 18/05/2018

Summary of complaint

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

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 April 2018, we received concerns that this provider was not meeting some of these requirements. We visited the provider and found that on 4 April 2018 a young child had been left unsupervised during an outing for a short time. The provider has reviewed their procedures on how to ensure children are supervised. As a result, children are usually within sight and hearing of staff and always within sight or hearing. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcare providers 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