

Complaint about childcare provision

253542/C352523

Date: 20/07/2018

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 6 July 2018 the provider notified us that a child had managed to leave the preschool unaccompanied by an adult. The notification meant that the provider met the requirement to notify Ofsted of a significant event that might affect their suitability to be a registered provider. On 9 July 2018 we received concerns that the provider was not meeting some of the early years foundation stage requirements relating to children's safety. On 17 July 2018 we visited the provider and found that they were meeting the requirements. However, we found that a child had left the premises unaccompanied and that a record of children's hours of attendance was not being properly maintained. The provider has made changes to their departure procedure for children. We are satisfied with the action taken by the provider. 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 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