

## **Complaint about childcare provision**

Ref: EY486351/3777334

Date: 10 August 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 02 August 2018, we received concerns that this provider was not meeting some of these requirements. We also received a notification from the provider relating to an incident. This means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. We visited the nursery and found appropriate safeguarding procedures in place. The provider has improved security procedures in place. We took no further action. 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](#).