

Complaint about childcare provision

Ref: EY402000/C349661

Date: 9 October 2018

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early year's foundation stage, which you can find at <https://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 11 June 2018 the provider notified us of a serious incident resulting in a child being able to climb out of a first floor window onto a flat roof. The child was not harmed. The notification means that the provider met their legal responsibility as set out in the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

Ofsted liaised with the provider immediately to ascertain what action had been taken to ensure that children were safe at the setting. Although the provider gave reassurances to Ofsted that all risks had been removed, we conducted an unannounced visit to assess the safety of the premises. We are satisfied that the provider has taken appropriate action to address safety matters in the nursery. The provider will be able to give parents further information about this.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).