

## **Complaint about childcare provision**

Ref: EY395123/4029773

Date: 25 October 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 20 September 2018 we received concerns that this provider was not meeting some of these requirements. The provider also informed us of the concerns. We carried out an unannounced visit and found that the provider had already taken prompt and effective action to put matters right. The action taken was to:

- improve the procedures for recording and reporting incidents and accidents

- implement further strategies to manage challenging behaviour

- improve the safety of the environment

The provider was proactive and thorough in responding to the concerns and no further action was required by Ofsted on this matter. 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 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](#).