

## **Complaint about childcare provision**

Ref: EY562410/4150409

Date: 7 March 2019

### **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 6 February 2019, the provider notified us that a child had left the premises unnoticed. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

We have served a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions response needed by 22 March 2019:

improve vetting and recruitment systems to ensure the suitability of adults working on the premises

ensure people whose suitability has not been fully checked do not have unsupervised contact with children

ensure any staff under 17 years are supervised at all times and ensure they are competent and responsible to fulfil their roles and responsibilities

ensure the fire exits comply with fire regulations and can be easily opened from the inside.

The provider will be able to give parents further information about this. The provider responded satisfactorily. 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](#).