

Complaint about childcare provision

Ref: EY554017/4183237

Date: 27 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 March 2019 the provider notified us of a significant incident. 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 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. On 19 March 2019 and 22 March 2019 we received additional concerns that this provider was not meeting some of the requirements.

On 20 March 2019, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements. We were satisfied with the action taken by the provider in response to the concerns raised and therefore no action was required to be taken by us. 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](#).