

Complaint about childcare provision

Ref: EY490033/4210315

Date: 20 May 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 20 November 2018 and 23 April 2019, the provider notified us of two incidents. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of significant events that is likely to affect the suitability of the early year provider.

We completed an unannounced visit to discuss the information with the provider. We are satisfied that the provider has taken appropriate action to reduce the risk of these incidents happening again. 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](#).