

## **Complaint about childcare provision**

Ref: EY470157/4267705

Date: 3 July 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 27 June 2019, the provider notified us of an incident regarding two children leaving the premises unattended. 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 such instances. On 1 July 2019, we carried out an unannounced visit and found that: the provider had reviewed the security of the premises and has put new procedures in place. They have reviewed the risk assessment policies and procedures for outdoor play; disciplinary action has been taken regarding the incident; and, all staff's knowledge and understanding of security and the settings procedures has been updated. 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](#).