

## **Complaint about childcare provision**

Ref: EY483054/4254187

Date: 30 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 10 June 2019 the provider notified us of a safeguarding concern at the nursery. The notification means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. We liaised with external agencies and the provider. The provider cooperated fully and followed their disciplinary procedures. The provider also updated their training on their roles and responsibilities to safeguard children. The provider kept parents and external agencies informed of changes in the nursery policies and procedures to ensure children's safety at all times.

The provider will be able to provide further information about this. The provider remains 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](#).