

## **Complaint about childcare provision**

Ref: EY342102/4210077

Date: 12 August 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 18 April 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider and found that on one occasion an external door had been left open. A parent was able to gain access to the setting unchallenged. The provider took immediate action to improve security arrangements at the nursery and ensure that no unauthorised persons can gain access to the setting. 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](#).