

Complaint about childcare provision

Ref: EY271635/4291686

Date: 19 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

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 July 2019 we received a parental complaint that their child and one other had left their playroom and moved to another room which left them unsupervised for a period. The provider notified us of the incident following their investigation into the matter. 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.

We visited the provider and found that they have taken appropriate steps to ensure that an incident such as this cannot reoccur. We are satisfied with the action that the provider has taken to put matters right.

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](#).