

Complaint about childcare provision

Ref: 223232/4188366

Date: 18 September 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 25 March 2019 and 1 April 2019 we received complaints. We also received a notification on 27 March 2019 from the provider in relation to an incident linked to the complaints. The information received raised concerns that this provider was not meeting some of these requirements.

The provider had not met requirements in relation to supervision of children. There was an incident where a child was left in the outdoor area, out of sight and hearing from staff members. The provider took steps to update procedures and train staff members to ensure children are supervised appropriately. As the provider took action to meet the requirements, we took no further action. The provider had also failed to notify Ofsted of a significant event. This is a requirement of registration. The provider is now clear on this requirement and had notified us of significant events since this failure. Therefore, we took no further action. 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](#).