

Complaint about childcare provision

Ref: EY302223/4277204

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' (eyfs), 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 3 July 2019 and 17 July 2019, we received concerns that this provider was not meeting some of these requirements. On 2 July 2019 and 2 August 2019, the provider notified us of matters relating to the concerns raised. The notifications mean that the provider met their legal responsibility as set out in the eyfs 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 liaised with the provider and on 13 September 2019, we carried out an unannounced visit to the setting to assess whether the provider was meeting the requirements. We were satisfied with the providers response and action taken in relation to the information received and therefore no further action was required to be taken by us. 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](#).