

Complaint about childcare provision

Ref: EY494618/4291721

Date: 24 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 29 July 2019, we received a complaint that raised concerns about safeguarding practices and information for parents and carers. We looked into these concerns to see if the provider was meeting the requirements for safeguarding and promoting children's welfare.

On 21 August 2019, a regulatory visit was carried out and at the time of the visit, we found that the provider was meeting all of the early years foundation stage requirements. We found that there had been a breach in requirements previously however, we are satisfied that at the time of the breach the provider took prompt and appropriate action to address this. Therefore, no further action is required from Ofsted. 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](#).