

## **Complaint about childcare provision**

Ref: 2502941/4321948

Date: 1 October 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 3 September 2019 we received information that raised concerns that this provider was not meeting some of these requirements. We visited the provider unannounced on 30 September 2019 to discuss the concerns. The provider acknowledged that two incidents had occurred.

The provider has taken action to comply with breaches in requirement relating to information and records and food and drink so as to prevent a recurrence of similar incidents in the future. Ofsted is satisfied with the action taken by the provider. 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](#).