

Complaint about childcare provision

Ref: EY496542/4361239

Date: 23 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 October 2019 we received concerns relating to a serious incident that had occurred. The provider also notified us of the incident. This notification means 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.

We visited the registered premises on 21 October 2019 and found that the provider had taken prompt and effective action to prevent a re-occurrence of the serious incident. The action taken was to:

- improve the implementation of risk assessments, particularly in relation to the security of the premises, to ensure that children are not able to leave unsupervised.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents further information about this. 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](#).