

## **Complaint about childcare provision**

Ref: EY467861/4342121

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](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 26 September 2019 and 8 October 2019, we received information that raised concerns that this provider was not meeting some of these requirements. We visited the provider unannounced on 15 October 2019 to discuss the concerns. The provider acknowledged that an incident had occurred.

The provider has taken action to comply with breaches in requirements relating to Staff qualifications, training, support and skills and Staff: child ratios 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](#).