

## **Complaint about childcare provision**

Ref: 312312/4379268

Date: 25 November 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 11 November 2019, we received information that the provider was not meeting some of the requirements. We contacted the provider. During the telephone call, we found that the provider had failed to notify Ofsted of a significant event. We discussed this breach with the provider and acknowledged that he had overlooked the requirement to notify Ofsted. The provider will be able to give parents further information about this matter. 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](#).