

Complaint about childcare provision

Ref: 303434/4365879

Date: 26 November 2019

Summary of outcome

On 21 October 2019 we received concerns that the provider was not meeting some of these requirements in relation to an incident that occurred in April 2019.

We contacted the provider on 28 October 2019 and the provider has taken action to prevent a re-occurrence. We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter.

We also found that the provider did not meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event. We discussed this breach with the provider. We are satisfied there was no intent to deceive 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](#).