

## **Complaint about childcare provision**

Ref: EY481058/4301726

Date: 30 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 the 2 August 2019 we received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working or looking after children on the premises. On the 5 August 2019 we received concerns that this provider was not meeting some of the requirements. Following a visit to the nursery we found that the provider has now taken appropriate steps to meet the Statutory framework for the early years foundation stage in relation to Child protection; Suitable people; Accident or injury. 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](#).