

## **Complaint about childcare provision**

Ref: 253788/4374102

Date: 2 December 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 17 October 2019 we received concerns that this provider was not meeting some of these requirements. On 21 October 2019 we sent a Notice of Information Concerning the Provision to the provider's Nominated Individual.

On 4 November 2019, the Nominated Individual notified us that they were carrying out an investigation regarding the concerns raised in the notice. 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 matters which are likely to affect the suitability of persons caring for children on the premises.

On 20 November 2019 we carried out an unannounced visit to the provision. During the visit we reviewed evidence which shows that the provider has followed their own disciplinary procedures and are taking steps to ensure that all staff working with the children remain suitable.

We are satisfied with the actions taken by the provider to meet the requirements. 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](#).