

Complaint about childcare provision

Ref: 129311/4377808

Date: 4 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 November 2019 we received information that raised concerns that this provider was not meeting some of these requirements. On the same day the provider notified us of an incident where a child was able to leave the pre-school unsupervised. 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 significant event which is likely to affect the suitability of the early years provider. We have discussed the incident with the provider and as result of that discussion and changes implemented to the arrival and registration procedures we are satisfied that they remain suitable for registration.

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](#).