

## **Complaint about childcare provision**

Ref: EY461079/4415938

Date: 27 January 2020

### **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 6 January 202, we received a concern. We conducted an unannounced visit to the setting and found a significant event had occurred. On this occasion we do not intend to take any action. This is because at the time of the incident the provider took immediate action. They reviewed and improved the procedures in place for staff to follow to maintain children's health, safety and wellbeing. The provider remains 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](#).