

## **Complaint about childcare provision**

Ref: EY486612/4439326

Date: 17 February 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 29 January 2020 we became aware that the provider was not meeting requirements. They had failed to follow required procedures to inform Ofsted of an allegation made against a member of staff. However, the provider did take action to investigate the allegation and took action to protect children in the meantime. The provider will be able to provide more information about this.

The provider has taken effective action to ensure that this does not happen again. 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](#).