

## **Complaint about childcare provision**

Ref: 2557628/4442649

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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 January 2020 the provider notified us that a child had exited the building into the outdoor area. 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 events which may affect their suitability. On 3 February 2020 we received concerns that this provider was not meeting some of these requirements in relation to the same incident. We contacted the manager by telephone to discuss the notification and concerns. There had been a breach of the early years foundation stage requirements in relation to Premises; providers must ensure that children do not leave the premises unsupervised.

The manager confirmed that following the incident an additional gate has been installed for added safety, risk assessments have been completed and staff training has been carried out.

We are satisfied with the action taken by the provider to meet the requirements.

The provider remains 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](#).