

## **Complaint about childcare provision**

Ref: 2519703/4428248

Date: 4 March 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 17 January 2020, we received concerns that this provider was not meeting some of these requirements and on 20 January 2020, we received a notification from the provider. This notification means 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 or any person who cares for, or is in regular contact with, children on the premises, albeit the notification was not made as soon as reasonably practicable as required.

We found that the provider had taken prompt action to prevent a re-occurrence. The action taken was to:

- review policies, procedures and training plans. Refresher training was planned for all staff and several staff were disciplined (Staff qualifications, training, support and skills).

We were satisfied with the action taken by the provider but also asked them to look into some further concerns which had arisen out of their internal investigation. However, the provider resigned their registration before this could be completed and are no longer 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](#).

