

Complaint about childcare provision

Ref: EY550045/4472400

Date: 13 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 March 2020, we received information that this provider may not be meeting some these requirements. We contacted the provider by telephone on 9 March 2020 to discuss the information received. 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 their procedures for ensuring that children were within sight and sound at all times, particularly while outdoors. 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](#).