

## **Complaint about childcare provision**

Ref: EY376461/4473506

Date: 19 May 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 9th May 2020 we received concerns that this provider was not meeting some of these requirements. In particular the requirement relating to staff:child ratios and accidents and injuries.

We visited the provider to discuss the matter and reviewed the action taken. We are satisfied with the action taken by the provider to rectify the breach of the welfare requirements and therefore it was not necessary for Ofsted to take any further action.

The provider will be able to give parents further information about this. The provider is still 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](#).