

Complaint about childcare provision

Ref: 509208/4464790

Date: 4 August 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 27 February 2020, we received concerns that this provider was not meeting some of these requirements.

We found that, on one occasion, the premises was not secure for a short period of time. We also found that there had been a delay in staff reporting a safeguarding allegation to senior management. The provider had already identified these matters and had taken appropriate action to prevent any re-occurrence. Finally, we found that the provider had not notified Ofsted of two changes of manager, which is a requirement of registration. However, the provider confirmed their understanding to notify Ofsted of a change of manager in the future. 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](#).