

Complaint about childcare provision

Ref: EY391607/4474287

Date: 6 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 9 March 2020 we received concerns that this provider was not meeting some of these requirements. We discussed these concerns with the provider. The provider confirmed that on one occasion they had failed to follow suitable safety procedures when taking children to a local school. The provider acknowledged this breach in requirements and has taken steps to ensure that it does not happen again.

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](#).