

Complaint about childcare provision

Ref: EY501064/4548157

Date: 7 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 31 July 2020, we received a concern about the registered provider. We conducted a regulatory telephone event to the provider and found a significant event had occurred. 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 have reviewed their safeguarding, health, wellbeing and risk assessment policies to ensure that they are meeting all government guidance and to reduce the risk of harm to the children. The provider will be able to give parents further information about this. 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](#).