

## **Complaint about childcare provision**

Ref: EY547766/4559342

Date: 21 August 2020

### **Summary of outcome**

Early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 17 August 2020, we received concerns that this provider was not meeting some of these requirements. We discussed the concerns with the provider over the telephone on 21 August 2020. We were satisfied that the provider had identified some failures to meet the requirements and had taken action to address these matters. The provider described revised procedures she will consider when taking children on outings, including ensuring that parents are fully informed of all details relating to the outing in advance. We are satisfied with the actions the provider has taken. 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](#).