

## **Complaint about childcare provision**

Ref: EY543337/4476617

Date: 24 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](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 11 and 16 March 2020 we received separate notifications from the provider of significant events. These notifications mean that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements: to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. We contacted the provider on 5 August 2020. We found that the provider had followed their safeguarding policies and procedures and taken appropriate action following the incidents, to minimise risks to children. 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](#).