

## **Complaint about childcare provision**

Ref: 156231/4554838

Date: 25 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 a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 11 August 2020, we received concerns that the provider was not meeting some of these requirements. We contacted the provider on the 24 August 2020. We found that the provider has taken action to improve their arrangements for staff deployment, to ensure children are supervised at all times. They have made improvements in their arrangements for sharing information with parents, to better ensure that children's individual needs are met at all times. Although the provider knows to notify Ofsted of incidents, and has done so previously, on one occasion, they failed to do so. We talked this through and are assured that the provider is clear about the notification requirement. The provider will be able to give parents further information about this. We are satisfied with the action 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](#).