

## **Complaint about childcare provision**

Ref: EY537581/4486314

Date: 25 August 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early year's foundation stage, which you can find at <https://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 23 March 2020, Ofsted received concerns of a safeguarding nature. We liaised with the local authority designated safeguarding officer. We then contacted the provider and asked them to look into these concerns. The provider carried out an internal investigation and found no evidence to support the concerns raised.

Ofsted discussed the investigation with the provider who then updated their safeguarding procedures. This is to ensure that all future safeguarding investigations maintain confidentiality.

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](#).