

Complaint about childcare provision

Ref: EY563641/4557564

Date: 4 September 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 14 August 2020 we received concerns that the provider was not meeting some of the requirements around safety, accident and injury, risk assessments and changes that must be notified to Ofsted. Although the provider notified Ofsted of a significant event, they failed to meet their legal responsibility to do so within 14 days, as set out in the early years foundation stage welfare requirements.

We discussed the notification with the provider and their leadership and management team and found they had taken steps to comply with the requirements. We are satisfied with the action the provider has taken.

The provider will be able to give parents further information about this. 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](#).