

Complaint about childcare provision

Ref: EY390650/4571856

Date: 10 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 08 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 10 September 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

Action taken by the provider:

- Internal investigation and review of a significant incident that took place within the setting
- Review of risk assessments and operating procedures and a case study of lessons learned and how future practice can be developed
- Re-training of the staff team in requirements and expectations of their role.

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](#).