

Complaint about childcare provision

Ref: EY538094/4563254

Date: 17 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 24 August 2020, we received concerns that this provider was not meeting some of these requirements. We found that the provider had failed to notify Ofsted of a significant event as soon as was reasonably practicable. This is a requirement of registration. We also found that the provider had failed to follow the local safeguarding children's board procedures for reporting any allegations against staff, in a timely manner. We discussed this with the provider and acknowledge that she had overlooked the requirement to notify in the required timescale. 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](#).