

## **Complaint about childcare provision**

Ref: EY384686/4536495

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 10 July 2020, we received concerns that the provider was not meeting some of these requirements.

On 13 July 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. The provider had taken the below action:

- The provider had promptly amended the risk assessment relating to supervision of children during children's collection times to make it more robust.

We also found that the provider had failed to notify Ofsted about changes in their address. This means the provider did not meet their legal responsibility as set out in Statutory framework for the early years foundation stage' to notify Ofsted. On this occasion, we do not intend to take enforcement action. The provider has now made the notification.

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](#).