

## **Complaint about childcare provision**

Ref: EY487176/4580921

Date: 25 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 18 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 21 September 2020, the provider notified us that a child had been able to leave the premises, unsupervised. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which may affect their suitability to be registered.

On 24 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action taken by the provider:

- improved procedures for risk assessment to keep children safe and ensure they are unable to leave the premises unsupervised
- improved induction and supervision arrangements in order to give staff the information and support they need to carry out their roles effectively.

### **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](#).

