

## **Complaint about childcare provision**

Ref: EY458407/4552168

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', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://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 5 August 2020, we received concerns that this provider was not meeting some of these requirements. We also received additional concerns that the provider was not meeting some of the requirements on 24 August 2020.

On 24 September 2020, we carried out an unannounced visit. On this occasion we do not intend to take any action. This is because at the time of the incident the provider took immediate action. They reviewed and improved the safeguarding policy and procedures, particularly with regard to the local children safeguarding partnership procedures and in communicating safeguarding concerns with parents. The provider remains 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](#).