

## **Complaint about childcare provision**

Ref: EY422333/4798085

Date: 14 June 2021

### **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 26 June 2021, we received a concern and the provider notified us a significant event. 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 events. On 10 June 2021, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted

Actions needed by 10th June 2021

ensure children are within sight and hearing, and always within sight or hearing at all times.

On the 21 June 2021 we found that the provider had improved their knowledge and understanding of child supervision and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).