

## **Complaint about childcare provision**

Ref: EY541153/4813441

Date: 22 July 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 20 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revised the procedure for transitioning children from the outdoor play area to the indoor area at the end of a session.

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

We are satisfied with the action taken by the provider in response to the incident.

### **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](#).