

Complaint about childcare provision

Ref: 2595399/4927117

Date: 25 November 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 October 2021, we received concerns that the provider was not meeting some of these requirements. Additionally, on 1 November 2021, the provider notified us that a member of staff had left the front door of the setting open, and an un-authorized person was able to gain access to the setting. 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 a significant event.

On 22 October and 23 November 2021, we carried out regulatory telephone calls to the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has re-trained her staff on ensuring they maintain robust security measures in relation to the main door of the setting.

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 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.