

Complaint about childcare provision

Ref: EY539498/4956214

Date: 10 December 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 12 November 2021, we received a concern that this provider was not meeting some of the requirements. On 16 November 2021, the provider notified us of a significant event linked to the concern received. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of such instances. On 8 December 2021, we carried out a regulatory telephone call and found that the provider had begun an internal investigation; reviewed and improved the security of the premises, held staff meetings to reinforce risk assessment and safeguarding procedures. 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](#).