

Complaint about childcare provision

Ref: 145918/4995236

Date: 6 January 2022

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 17 December 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 January 2022, we carried out a regulatory telephone call visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed the risk assessment for when parents are on the premises to ensure children whose parents are not present are supervised by a member of staff. The provider has also put in place additional measures to ensure the premises are secure and that staff monitor children and parents when they enter and leave, to ensure other children are unable to leave the premises unsupervised. The provider failed to notify Ofsted that a child left the premises unsupervised. This means that the provider did not meet their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

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](#).