

## **Complaint about childcare provision**

Ref: EY451196/4768630

Date: 18 October 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 19 April 2021 we received concerns that this provider was not meeting some of these requirements. On 7 June 2021 we carried out a regulatory visit. We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found that the provider was not meeting another of the requirements and had taken action to put this right. The provider had held discussions with staff to ensure their understanding of the procedures for managing physical intervention.

On 27 September 2021 we carried out a telephone call with the provider as part of our regulatory work. We found that the provider had failed to notify Ofsted of another significant event and had failed to notify Ofsted of a separate significant event within the required timescale, which is a requirement of their registration.

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](#).