

## **Complaint about childcare provision**

Ref: EY389292/4964450

Date: 12 January 2022

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). 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 this provider was not meeting some of these requirements.

We made a regulatory telephone call to the provider on the 11 January 2022 and found that there was a breach in the requirements. The provider has assured us that children are never left unsupervised, particularly when staff collect them on the school run. We are satisfied that the provider has taken appropriate action to address the breach.

The provider remains 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](#).