

## **Complaint about childcare provision**

Ref: EY477448/5099907

Date: 14 March 2022

### **Summary of outcome**

All early year's 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 28 February 2022, the provider notified us of a significant incident. 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.

On 28 February 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has increased the security of the setting by installing additional safety gates. Staff have completed further training to enhance their knowledge and understanding of effective supervision of children. The provider has improved information for parents about safer 'drop off' and 'collection' times at the setting. Children are more aware of their surroundings and have a better understanding of how to keep themselves safe.

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](#).