

## **Complaint about childcare provision**

Ref: EY500327/5128265

Date: 13 April 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](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 4 April 2022, we received concerns about an event affecting the health and well-being of a child attending the nursery. On 12 April 2022 we spoke with the provider to gather more information about this event and to check they were meeting the legal requirements. We found that the provider took appropriate action to investigate the incident and to safeguard children. As a result, we took no further action in respect of this breach.

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](#).