

Complaint about childcare provision

Ref: EY496549/5163840

Date: 26 May 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 20 May 2022, the provider notified us that a child had been left alone and unsupervised in a nursery room for a period of time. Staff were unaware of this as a routine headcount had been incorrectly completed. 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 of a significant event.

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 followed correct procedures and took immediate steps to ensure this situation does not re-occur. An internal investigation has been completed and suitable changes made to daily routines and staff accountability.

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](#).