

## **Complaint about childcare provision**

Ref: 404897/5199173

Date: 11 August 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 1 July and 4 July 2022, we received concerns that this provider was not meeting some of these requirements.

We carried out regulatory telephone calls to the provider on 12, 19 and 20 July and 11 August 2022 to discuss the concerns in detail. We found that the provider had failed to notify us of a significant event which was likely to affect the suitability of the early years provider or those caring for children on the premises.

We also found that procedures to ensure that children are suitably supervised at all times had failed, and that a child was left unattended for a brief period of time. We are satisfied with the action that the provider took to prevent this from happening again. They revised the risk assessment for children's transition times between the indoor and outdoor area and made the procedure that must be followed clearer to staff.

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](#).

