

## **Complaint about childcare provision**

Ref: 2635216/5224012

Date: 18 August 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 2 August 2022 we received a notification from the provider about a significant incident. We also received a complaint on 5 August 2022, which raised concerns that the provider was not meeting some of the requirements.

On 17 August 2022, we carried out a regulatory telephone call. We found that the provider had not met some of the requirements relating to the supervision of children and the security of the premises. We were satisfied that the provider had taken action to address this by undertaking a thorough risk assessment, making physical changes to the premises to increase the security, and improving the supervision of children during parent collection times. We therefore did not need to take any action ourselves.

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](#).

