

## **Complaint about childcare provision**

Ref: EY221690/5224962

Date: 23 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 concerns that this provider was not meeting some of these requirements. On 16 August 2022, we carried out a regulatory telephone call and found that the provider is meeting the requirements.

Additionally, during the regulatory call on 16 August 2022, the provider notified us that their policies and procedures had not been followed, which led to a young child being left unsupervised, for a short time, in the outdoor area. This 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 any significant event which is likely to affect the suitability of the early years provider. The provider completed a full investigation of the incident and has taken appropriate action following its outcome. Ofsted is satisfied with the action taken.

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.