

Complaint about childcare provision

Ref: EY434599/5257755

Date: 6 October 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 16 September 2022, the provider notified us that a child was left unsupervised in the nursery for a significant amount of time. 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 any matters that may impact the suitability of the provider or individuals working with children. While they had notified Ofsted within the required timeframe, they had failed to notify Ofsted as soon as is reasonably practicable.

On 22 September 2022, we carried out a regulatory telephone call with the provider and found that they failed to follow their local procedures by notifying the local agencies in the correct timeframe.

We also found that the provider had taken prompt action to meet requirements and ensure a similar incident does not occur again. They implemented a detailed action plan. They reviewed their risk assessments and strengthened head count procedures. They worked with the local authority to identify areas for improvement and conduct staff training. The provider will be able to give parents more information. 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](#).