

Complaint about childcare provision

Ref: EY474606/5192673

Date: 25 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 24 June 2022 we received concerns that the provider was not meeting some of these requirements. In addition, on the same date, the provider notified us of an incident where a child had left the setting with their parent but without relevant staff realising this. On 26 July 2022, we completed a regulatory telephone call. We found the provider was not meeting some of the requirements at the time of this incident but had subsequently taken action to put this right.

The provider had reviewed their policies and procedures for collection of children and reviewed how they supervised children effectively at this time of day. They had made effective changes to these procedures to ensure this could not happen again.

The provider remains 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](#).