

Complaint about childcare provision

Ref: EY490033/5292645

Date: 10 November 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 1 November 2022, the provider notified us that during an outing, a child was able to wander away from the group for an extremely short period 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 significant event that affects the suitability of the provider or any person who cares for children.

On 3 November, we carried out a regulatory telephone call and discussed the incident in detail. We found that the risk assessment procedure was not followed. We also found that the provider had taken swift action to put this right.

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](#).