

Complaint about childcare provision

Ref: 2588897/5306237

Date: 9 January 2023

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 17 November 2022, we received a complaint which raised concerns that the provider was not meeting some of these requirements. We also received a notification from the provider about a significant event. 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 a significant event.

On 9 December 2022, we carried out a telephone call to the provider. We found that the provider was not meeting some of the requirements following a child being able to leave the premises unsupervised. We were satisfied that the provider had taken immediate steps to address the breach of the requirements by undertaking a full internal investigation and training all staff to make sure that they have a clear understanding of the processes to follow when children arrive for a session.

We were satisfied with the action taken by the provider to address the breach of the requirements and did not need to take any further 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](#).