

Complaint about childcare provision

Ref: 318589/5356121

Date: 30 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 January 2023 we received concerns that the provider was not meeting some of these requirements. In addition, on 24 January 2023 the provider notified us of a child leaving the premises unsupervised. 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, 26 January 2023 we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

A full investigation has been carried out. As a result of this, additional security measures have been put in place to ensure the security of the premises. Risk assessments have been improved and additional staff training arranged.

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](#).