

## **Complaint about childcare provision**

Ref: 127777/5391277

Date: 14 March 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](http://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 15 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider will be able to give parents further information about this. We have issued actions for the provider to take. The actions are needed by 28 March 2023:

- ensure children are adequately supervised at all times and remain within sight and/or hearing of staff and always within sight or hearing to ensure their safety
- gain a secure knowledge of the types of the significant events you must notify Ofsted about.

On 28 March 2023 the provider responded to the actions set. We found that the provider had taken appropriate steps to review the procedures for ensuring children are adequately supervised. The provider had also taken steps to secure knowledge of the types of significant events that must be notified to Ofsted.

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](#).