

Complaint about childcare provision

Ref: EY380796/5643140

Date: 21 March 2024

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 Early years foundation stage (EYFS) statutory framework - GOV.UK (www.gov.uk). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 January 2024, we received concerns that the preschool was not meeting some of the requirements. We also received a notification from the preschool on the same date, informing Ofsted of a serious incident where a child was able to leave the setting unsupervised and was found by a member of the public. 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 serious incidences.

On 09 February 2024, we carried out a regulatory visit. The provider provided evidence to show the immediate changes to procedures they had implemented to prevent a reoccurrence of the incident. Further communication has ensured that managers and staff understand their roles and responsibilities to safeguard children.

We are satisfied that the provider has taken appropriate action to meet the requirements. 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](#).

