

## **Complaint about childcare provision**

Ref: EY390813/5694963

Date: 23 April 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 [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 27 March 2024, we received concerns that this provider was not meeting some of these requirements. On 28 March 2024, the provider notified us of 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 22 April 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken swift action to put this right.

The provider has carefully considered their procedures to ensure that children in their care are not exposed to risks. They have revised risk assessment arrangements and informed all staff of their required responsibility.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).