

## **Complaint about childcare provision**

Ref: 2591885/5732412

Date: 23 May 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 the 3 May 2024, we received concerns that the provider was not meeting some of these requirements. On 23 May 2024, we carried out a regulatory visit. We found that the provider had not informed Ofsted about a significant event where a child got out of the setting. The provider has taken action to put this right. They have ensured that the building is secure by adding an additional bolt to the main entrance doors. This is to ensure that children cannot open the doors themselves. 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](#).