

Complaint about childcare provision

Ref: 2598872/5765000

Date: 2 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 26 June 2024, we received concerns that the provider was not meeting some of these requirements. On 27 June 2024, the provider notified us that a child had managed to leave 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 any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 26 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The Statutory framework for the early years foundation stage states that children must be supervised at all times. In addition, it also states that providers must ensure that children do not leave the premises unsupervised. The provider has completed a full investigation and has taken appropriate action to ensure a similar incident cannot happen again. 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](#).