

Complaint about childcare provision

Ref: 109595/5757430

Date: 3 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 17 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 3 July 2024, we carried out a regulatory telephone call. We found that the provider is aware of their responsibilities to notify Ofsted of any significant events. However, they had not been made aware of this incident where staff had not ensured that children were supervised effectively.

The provider has taken immediate action to put things right. They have taken measures to improve the security of the premises, including installing a child safety gate. They have also reviewed their risk assessments and improved the deployment of staff to ensure that children are adequately supervised at all times.

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](#).