

## **Complaint about childcare provision**

Ref: EY244233/4022111

Date: 1 October 2018

### **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 11 September 2018 we received concerns that this provider was not meeting some of these requirements because a child had been able to leave the premises unsupervised.

We carried out an unannounced visit and found that the provider had taken appropriate action to prevent an incident of this nature happening again. The premises were secure and children were appropriately supervised. The procedures for the collection of children had been reviewed and amended.

The provider also failed to notify Ofsted of this significant event. At the time of the visit the provider confirmed their understanding of the requirement to notify Ofsted of any significant event in the future.

We are satisfied with the action taken by the provider. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).