

Complaint about childcare provision

Ref: EY431075/4029928

Date: 5 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 September 2018, we received a concern that a child had exited the premises unsupervised. The provider also notified us about the incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of significant events that is likely to affect the suitability of the early year provider.

On 2 October 2018, we conducted an unannounced visit to discuss the information in detail. We found that the provider had completed a thorough investigation of the incident. They also reviewed their risk assessments and procedures to ensure children's safety at drop off and collection 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 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](#).