

Complaint about childcare provision

Ref: EY443659/4041069

Date: 19 November 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 2 October 2018 we received a complaint. The information received raised concerns that this provider was not meeting some of these requirements.

The provider has failed to notify us of a significant event within required timescales, which is a requirement of registration. We took no further action as the provider is now clear on the timescale to notify Ofsted.

The provider has also failed to comply with staff to child ratio requirements. She has taken steps to make sure she is now meeting ratio requirements. Therefore, we took no further action in relation to this breach.

We have served an action. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure children cannot leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons gaining entry.

We received an appropriate response to the action from the provider.

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](#).