

## **Complaint about childcare provision**

Ref: EY296575/4224857

Date: 26 July 2019

### **Summary of outcome**

On the 09 May 2019, the provider notified us that they had not taken prompt action in a matter relating to safeguarding children. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event.

The provider has taken appropriate action to prevent the situation occurring in the future. 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](#).