

## **Complaint about childcare provision**

Ref: 2498955/6002680

Date: 15 April 2025

### **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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 April 2025, we received concerns that the provider was not meeting requirements relating to a child being able to leave an enclosed area. (Staff: child ratios, Risk assessment, Organising premises for confidentiality and safeguarding.) We subsequently received a notification from the provider relating to this incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events.

On 15 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had ensured means of escape had been secured to ensure children were unable to leave and unauthorised persons were unable to enter. They had discussed with staff heightened vigilance and supervision of children. They revisited their procedures for securing outdoor areas prior to children entering these areas. 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](#).