

Complaint about childcare provision

Ref: EY239049/5717861

Date: 9 May 2024

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 26 April 2024, the provider notified us that a child had been unsupervised within the setting for up to 15 minutes. The provider will be able to give parents further information about this. 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 event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 8 May 2024, we carried out a regulatory visit. We found the provider has taken immediate and appropriate actions to ensure a similar incident does not happen again in future. For example, all staff have revisited the settings safeguarding and child supervision procedures, with some staff completing further training in these areas. Additional work has also been completed around grouping of children and safety when children are moving around the setting. We are satisfied with the actions taken by 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 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](#).