

Complaint about childcare provision

Ref: EY428029/

Date: 2 April 2019

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 04 Feb 2019 we received a complaint that raised concerns about the high staff turnover; that the staff-to-child ratios were not met and accidents forms were not completed until parents questioned injuries. We carried out an inspection on 12 March 2019, we looked into the concerns to see whether the setting was meeting requirements. In particular, the requirements relating to ratios and the recording of accidents and injuries. We found that staff to child ratios are maintained and that children are adequately supervised. Accidents were recorded and parents informed about these. We found that although there were a number of new staff employed this did not have significant impact on the children. The provider remains 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](#).