

Complaint about childcare provision

Ref: EY420294/4346918

Date: 11 October 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 1 October 2019, we received concerns that this provider was not meeting some of these requirements.

On 8 October 2019, we conducted an unannounced visit to the provider's home. Following this visit we served a notice to improve. This is a legal notice that requires the provider to take the action below:

ensure when leaving an assistant in sole charge of children, that ratio requirements are met at all times and that permission is obtained from parents to leave the assistant in sole charge of children for two hours at most in a single day.

We set a completion date of 8 November October 2019 for this action to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response to the action to demonstrate that requirements are now met.

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](#).

