

Complaint about childcare provision

Ref: EY268852/4378124

Date: 13 December 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 8 and 19 November 2019 we received concerns that this provider was not meeting some of these requirements. We discussed these concerns with the provider. They informed us that they had identified an isolated incident where staff-to-child ratios were not met for a brief period of time. They also acknowledged limited instances where staff had not been best deployed to meet children's needs.

We found that the provider had taken prompt and effective action to prevent a re-occurrence. The actions taken were to:

- ensure that children are not admitted to the setting when there are an insufficient number of staff present
- ensure that there are sufficient staff present working directly with the children, to meet their needs

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).