

Complaint about childcare provision

Ref: EY345593/4420455

Date: 29 January 2020

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 9 January 2020, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 16 January 2020, where we found the provider had breached requirements relating to ratios. We have issued a notice of action to improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

ensure staff: child ratios are maintained at all times in order to meet the individual needs of children by 24 January 2020.

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](#).