

Complaint about childcare provision

Ref: EY439405/4449103

Date: 9 March 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 20 February 2020, Ofsted received a concern that the nursery was not complying with the requirements of the Early Years Foundation Stage. On 2 March 2020, we conducted an unannounced visit and raised a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 16 March 2020

ensure all staff qualification ratios are consistently maintained, namely, ensuring that half of all staff working directly with children have a relevant level 2 qualification.

The provider still 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](#).