

Complaint about childcare provision

Ref: 2647705/4894113

Date: 21 September 2021

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 15 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 September 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 October 2021:

- ensure the arrangements for staff deployment is robust so that children are always effectively supervised, especially when the hall doors remain open
- retain records for a reasonable amount of time so they are accessible upon request to ensure the safe and efficient running of the provision
- ensure any concerns raised are handled in line with the complaints policy with a written record and outcome.

The provider responded to the actions that were set. We are satisfied the provider has taken steps to ensure deployment of staff is effective and reviewed the risk assessment to keep children safe. Furthermore, the provider has improved processes to ensure the safe and

efficient management of the setting.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).