

Complaint about childcare provision

Ref: EY295826/4987599

Date: 21 December 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 13 December 2021, we received concerns that this provider was not meeting some of these requirements. On the 21 December 2021 we carried out regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. This is a legal notice 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. The provider is still registered with Ofsted.

Actions needed by 4 January 2022

take steps to ensure staffing arrangements meet the needs of all children, and that children are always within sight or hearing

On 4 January 2022, we received a response from the provider which showed that they had taken appropriate action to meet the actions raised.

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](#).