

Complaint about childcare provision

Ref: EY558219/5082155

Date: 16 February 2022

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 and 10 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 February 2022, we carried out a regulatory visit. We found the provider was not meeting a requirement. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 31 March 2022:

- ensure that at least half of all other staff, excluding the room leader, hold an appropriate level 2 qualification.

On 31 March 2022, the provider responded appropriately to the action set. We found that the provider had reviewed staffing arrangements to ensure that the ratios relating to qualifications were met. We are satisfied the provider has met the safeguarding and welfare 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](#).