

Complaint about childcare provision

Ref: 2632775/5124154

Date: 5 April 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 31 March 2022, the provider notified us about the impact of poor staff deployment and supervision of children in the garden. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant matters affecting the welfare of children. The provider will be able to give parents further information about this. The provider conducted an internal review of the incident and took appropriate action. The provider completed a review of risk assessments in the garden; deployment of staff to make sure children are adequately supervised and identified training for the staff team around their supervision and deployment with children. 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](#).