

Complaint about childcare provision

Ref: EY450091/5173149

Date: 12 July 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 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 30 June 2022, we carried out a regulatory telephone call and exchanged emails with the nominated individual. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider identified that some staff did not correctly follow the setting's procedures to ensure the ratio and qualification requirements are met at all times, particularly during early and late hours. The provider took steps to ensure that all staff refreshed their knowledge about the correct policies and procedures to follow.

The provider will be able to give parents further information about this. 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](#).

