

Complaint about childcare provision

Ref: 253752/5134475

Date: 1 August 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 22 April 2022 the provider notified us that a child had not been accounted for in the setting for a short time when moving between rooms. 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. Subsequently, concerns were raised about some aspects of care and learning at the nursery.

On 7 June 2022 we carried out a regulatory visit to the setting. We found the provider was not meeting some of the requirements and set the following actions:

ensure that all reasonable steps are taken to prevent unauthorised persons entering the premises;

ensure there are effective systems in place to ensure that all practitioners are suitable;

ensure that all staff receive induction training to help them understand their roles and responsibilities.

The provider will be able to give parents further information about this. Ofsted will monitor the action taken by the setting in response to these. 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](#).

