

Complaint about childcare provision

Ref: EY474128/5228568

Date: 27 September 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 8 August 2022, we received a complaint which raised concerns that the provider was not meeting some of these requirements. On 8 September 2022, we carried out a telephone call to the provider. We found that the provider was not meeting some of the requirements and had not made sure that all children were appropriately supervised on one occasion for a brief period. We were satisfied that the provider had taken immediate steps to address the breach of the requirements by ensuring that staff are consistently deployed effectively, so that children are always supervised. In addition, the provider made changes to the organisation of routines at the end of the day to ensure that all children are supervised at the end of the day during times where staff are managing the handover of children at pickup times.

We were satisfied with the action taken by the provider to address the breach of the requirements and did not need to take any further action ourselves. 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](#).

