

Complaint about childcare provision

Ref: EY269706/5302372

Date: 20 December 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 11 November 2022, 23 November 2022, and 7 December 2022 we received concerns that the provider was not meeting some of these requirements.

On 22 November 2022, 5 December 2022, and 12 December 2022 we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take, the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 13 January 2023

- ensure staffing arrangements support consistency in the children's care; this refers to children in the pre-toddler room
- improve your understanding of when to make a notification to Ofsted, this includes any significant event, which could affect the suitability of any person who cares for, or is in regular contact with children on the premises.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).