

Complaint about childcare provision

Ref: 260946/5330157

Date: 9 January 2023

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 16 December 2022, we received concerns that this provider was not meeting some of these requirements. We visited the setting on 19 December 2022 and have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 1 February 2023:

- ensure all staff have a clear understanding of their roles and responsibilities
- ensure there is a manager who holds an approved level 3 qualification and suitable experience in post and a named deputy who is capable to take charge in the manager's absence
- ensure that children are adequately supervised and decide how to deploy staff to ensure children needs are met and that children are always within sight or hearing
- ensure that children do not leave the premises unsupervised
- implement procedures for dealing with concerns and complaints and keep a written record of any complaints and their outcome.

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](#).