

## **Complaint about childcare provision**

Ref: 2606519/5443382

Date: 22 June 2023

### **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](http://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 16 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 26 May 2023:

- ensure staff: child ratios requirements are consistently met to meet the needs of all the children
- ensure staffing arrangements and staff deployment is effective so that children are adequately supervised whilst eating.

We also found that the nominated individual for the organisation had changed, and we had not received the appropriate forms to allow suitability to be checked. This was resolved very quickly as the new nominated individual completed forms immediately to allow checks to be completed.

We received a satisfactory response to the actions. 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](#).

