

Complaint about childcare provision

Ref: 2566957/5474506

Date: 17 August 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 June 2023 we received concerns that the provider was not meeting some of these requirements.

On 26 July 2023 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescale set out.

Actions needed by: 8 September 2023

- put appropriate arrangements in place to ensure that the minimum legal requirements for qualified staff are maintained.

On 8 September 2023 the provider responded appropriately to the notice to improve their practice and has assured Ofsted that the maximum ratio requirements are met at all times. We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).