

Complaint about childcare provision

Ref: EY376223/5523206

Date: 22 September 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 30 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 11 September 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 below within the timescales set out.

Action needed by 15 September 2023

- ensure staff: child ratios meet the minimum requirements as stated in the statutory framework for the early years foundation stage

On 15 September 2023, the provider responded to the action set. We found that the provider has improved their systems to ensure the required deployment of staff to support children's safety and welfare. 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](#).