

Complaint about childcare provision

Ref: 2574448/5501082

Date: 17 October 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 31 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 August 2023, the provider notified us that they had made a referral to the local authority designated officer. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of safeguarding concerns.

On 3 October 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider had refreshed staff training and induction, so that staff are aware of how to support the individual needs of the children. The provider had reviewed the staff rotas, staff qualifications and deployment. This means ratios are met and staff are deployed effectively. 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](#).