

## **Complaint about childcare provision**

Ref: EY498708/5741900

Date: 16 August 2024

### **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-foundationstage-framework](http://www.gov.uk/government/publications/early-years-foundationstage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 02 August 2024, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 19 August 2024:

- ensure staff available to work with children are deployed effectively throughout the setting.

On 10 August 2024, the provider responded to the action set. We found that the provider had delivered further training to staff and reviewed deployment arrangements across the nursery.

We are satisfied the provider has met the safeguarding and welfare action raised. 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.