

Complaint about childcare provision

Ref: 2602701/5787506

Date: 23 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-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 13 June 2024, the provider notified us about an incident relating to Staff: child ratios. Furthermore, on 14 June 2024, the provider also notified us of an incident relating to Safeguarding policies and procedures. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 15 August 2024, 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. They had reviewed their policies and risk assessments and provided additional training for staff in relation to managing transition times and supporting children's behaviour.

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](#).