

## **Complaint about childcare provision**

Ref: EY499318/5781935

Date: 24 September 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 <http://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 16 August 2024, we received concerns that the provider was not meeting requirements relating to Information and record keeping, Key person, Staff: child ratios, Safety and suitability of premises, environment and equipment.

On 27 & 29 August 2024, we carried out regulatory telephone calls. We found that provider ensured that staff:child ratios were adequately maintained, and each child was allocated a key person. In addition, the suitability of the premises was reviewed and there were no concerns regarding the environment and equipment. Furthermore, the required information and record keeping was in place. However, we also found that provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give further information about this.

Action needed by 12 September 2024:

- ensure that all written complaints are investigated, written records are kept and the person who made the complaint is notified of the outcome of the investigation within 28 days.

On 12 September 2024, the provider responded to the action set. We found that the provider had reviewed the practical guidance and support for staff around complaints. In addition, new procedures have been put in place. We are satisfied the provider has met the safeguarding and welfare actions 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](#).