

## **Complaint about childcare provision**

Ref: EY292282/5832436

Date: 28 November 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](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 19 September 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Qualifications, training, support and skills, Key person, Staff: child ratios, Supporting and understanding children's behaviour, Information and record keeping.

On 27 November 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 11 December 2024:

- ensure the deployment of staff meets children's needs, particularly at busier times of the day, such as when preparing for lunch
- ensure that practices for the serving of food are hygienic and promote children's good health.

On 10 December 2024, the provider responded to the actions set. We found that the provider had improved their procedures for staff deployment and for the hygienic serving of food. 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.