

Complaint about childcare provision

Ref: EY340790/5869044

Date: 27 December 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 02 November 2024, the provider notified us of that children had not been adequately supervised when using the bathroom. 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 a significant event.

On 19 December 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. The provider has revisited nursery policies with all staff to ensure they understand their roles and responsibilities. The provider has reviewed and changed procedures for the deployment of staff, including ensuring children are supervised when using the bathroom. 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](#).