

Complaint about childcare provision

Ref: 2536874/5655392

Date: 15 March 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 8 February and 21 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 22 February 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. The provider is still registered with Ofsted. Actions needed by 29 February 2024:

- ensure appropriate staffing ratios are maintained throughout the day in order to meet the needs of children and ensure their safety, with particular regard to lunchtimes.

On 4 March 2024, the provider responded to the action raised. We found that the provider has put in place systems to ensure appropriate staffing ratios are maintained at lunchtimes.

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](#).