

Complaint about childcare provision

Ref: 2542213/5567489

Date: 28 December 2023

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 23 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 October, we carried out a regulatory telephone call and found the provider was not meeting some of these requirements. We have issued an action for the provider to take.

Action needed by 4 December 2023:

- demonstrate how you meet the individual needs of all children who attend, including when you make exceptions to the usual ratios.

On 27 November 2023, the provider responded to the action set. The provider had worked closely with parents to adjust the days children attend, to ensure that she could meet the individual needs of all children.

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](#).