

Complaint about childcare provision

Ref: 2721075/5931716

Date: 22 January 2025

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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 January 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 21 January 2025, 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.

Action needed by 5 February 2025:

- review and improve staffing arrangements during busy periods to ensure that staff are able to consistently meet the needs of all children.

On 4 February 2025, the provider responded to the action set. The provider has recruited more staff members to ensure that extra support is available and in place to meet the needs of all children, in particular during settling-in sessions or busier times of the day. We are satisfied the provider has met the safeguarding and welfare action 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](#).