

Complaint about childcare provision

Ref: 322994/5897945

Date: 17 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-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 4 December 2024, we received concerns that the provider was not meeting requirements relating to: Accident or injury, Information for parents and carers, Complaints and Staff:child ratios.

On 15 January 2025, we carried out a regulatory visit to the setting. We found that the provider shares information with parents and/or carers regarding the setting's policies and procedures. The provider has a good understanding of how to manage the staffing arrangements to ensure Staff:child ratios are met.

We found that the provider was not meeting some of the requirements and had taken action to put this right. They had taken action to ensure staff consistently follow the setting's complaints and accident or injury procedures. Senior leaders have provided staff with further training in the implementation of these policies to ensure they are consistently implemented.

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](#).