

## **Complaint about childcare provision**

Ref: EY483489/5413065

Date: 8 June 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](http://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 5 April 2023 we received information that raised concerns that the provider was not meeting some of these requirements.

On 7 June 2023, we carried out a regulatory visit. We found that the childminder was not meeting the requirement in relation to the effective deployment of staff. Additionally, we found that the provider had failed to notify Ofsted about a significant event. These are requirements of their registration.

We have issued an action for the provider to complete. This requires the provider to take action within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 26 June 2023:

ensure staff are deployed effectively to meet children's needs and ensure their safety.

The provider has responded appropriately to the action. 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](#).

