

Complaint about childcare provision

Ref: EY542822/5841978

Date: 25 November 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 2 and 11 October 2024, we received concerns that the provider was not meeting requirements relating to information and record keeping, staff: child ratios, health, and safety and suitability of premises, environment and equipment.

On 18 November 2024, we carried out a regulatory telephone call. We found the provider has met their legal requirement in notifying Ofsted of a change of manager. They demonstrate how they meet the requirements for staff: child ratios and how they deploy staff to supervise children. The provider has procedures in place for the collection of children and to ensure dietary requirements and preferences for children are met. However, we also found they were not meeting a requirement. The provider will be able to give parents further information about this.

We issued actions for the provider to take:

Actions needed by 5 December 2024:

- notify complainants of the outcome of the investigation within 28 days of having received a complaint
- keep a written record of any complaint.

On 6 December 2024, the provider responded to the actions set. We found that the provider had improved staff knowledge of the complaints policy and procedures. They have also ensured they now have a clear complaint record and have provided opportunities for parents to liaise with the manager.

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](#).