

Complaint about childcare provision

Ref: 302819/C349420

Date: 21 January 2019

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 7 June 2018 we received concerns that this provider was not meeting some of these requirements. On 4 January 2019, after internal investigations had been completed, we carried out a regulatory visit. We found that: staff had undertaken behaviour management training; managers had reviewed how staff communicate with children; staff observations were in place; managers had updated staff supervision meetings; and, they had also reviewed how students are supported in the setting. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).