

Complaint about childcare provision

Ref: EY484704/4199987

Date: 4 June 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. We received concerns that this provider was not meeting some of these requirements. We have issued the provider with a notice of actions to improve. This requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families. This should foster a culture of mutual support and encourage continuous improvement in staff practice- By 7 June 2019.

The childminder responded appropriately to the notice to improve.

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](#).