

Complaint about childcare provision

Ref: EY422573/4110447

Date: 15 May 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 take action to ensure that they put matters right.

We received concerns that this provider was not meeting some requirements. The provider investigated the concerns and took action to improve behaviour management strategies, particularly during meal times. The provider also took action to promote teamwork and mutual support.

At a visit to the provider on 14 May 2019 we issued a notice to improve, which asks the provider to take further action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

- ensure that arrangements for coaching and supervision of staff focus sharply on the aspects of practice that have been identified for improvement by 30 June 2019.

Ofsted is satisfied with the action taken by the provider.

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](#).