

Complaint about childcare provision

Ref: EY315940/4294724

Date: 19 August 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 act to ensure they put matters right.

On 31 July 2019 we received information that raised concerns that the provider was not meeting all of the requirements. We carried out an unannounced visit to the setting to discuss the concerns. As a result of the visit a notice to improve was imposed. The notice requires the provider to take action within the timescales below.

implement appropriate arrangements for the supervision of staff to provide support, coaching and training; foster a culture of mutual support and teamwork that encourages confidential discussion of sensitive issues.

Action to be taken by 31 August 2019

The provider will be able to give parents further information about this. We are satisfied with the action taken by the provider. 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](#).