

Complaint about childcare provision

Ref: EY494343/4342807

Date: 29 October 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 27 September 2019, we received concerns that this provider was not meeting some of these requirements. We have sent the provider a notice of actions to improve. This notice requires the provider to take the action below by 28 November 2019

- Manage children's behaviour in an appropriate way by teaching them that some behaviour is unacceptable and helping them to understand how their behaviour affects others.

The provider will be able to give parents further information about this. 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](#).