

Complaint about childcare provision

Ref: EY384488/4358665

Date: 8 November 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 14 October 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Notice to Improve that 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 by 18 December 2019

- improve the quality of teaching and use of activities and learning environment to challenge and extend children's learning based on their interests and needs

- ensure children's behaviour is managed consistently to help them learn right from wrong and the consequences of their actions on others.

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](#).