

Complaint about childcare provision

Ref: EY451366/4356665

Date: 21 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 childminder was not meeting some of these requirements. We visited and found that she was not meeting all of the requirements. We served a notice of action to improve that requires the childminder to take the action below within the timescale set out. The childminder responded to this notice confirming the action she had taken to comply with the requirements and we took no further action. The childminder will be able to give parents further information about this. The childminder is still registered with Ofsted.

Action needed:

Ensure that behaviour is managed appropriately at all times, so that children receive consistent messages as to why some behaviours are not appropriate, and where there are particular issues with individual behaviour, that children's individual needs are taken into account – by 15 November 2019.

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](#).