

Complaint about childcare provision

Ref: EY559065/4344232

Date: 4 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 a provider is not meeting the requirements, we can take action to ensure they put matters right. On 30 Sept we received a concern that the provider was not meeting some of these requirements. We issued the provider with a notice of actions to improve. This 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.

Action required by 14 November 2019

*Provide staff with more training and support to enable them to adapt their approach to help individual children learn to adjust and manage their behaviour appropriately.

We are satisfied with the action the provider has taken. The provider remains 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](#).