

Complaint about childcare provision

Ref: 2514983/4381210

Date: 2 January 2020

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 12 November 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This is a notice 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.

Improve knowledge of safeguarding procedures so that you know what to do if there is a concern about a child in your care by 10 January 2020

review safeguarding procedures to ensure that it includes a clear policy about not using mobile phones when minded children are present by 10 January 2020

improve your knowledge and understanding of how to manage children's behaviour so that is appropriate and suitable for their age and stage of development by 10 January 2020.

The provider has now taken action to meet requirements, therefore Ofsted will be taking no further action in relation to the concerns raised. 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](#).