

Complaint about childcare provision

Ref: EY493558/4469354

Date: 16 March 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 4 March 2020, we received concerns that this provider was not meeting some of these requirements. We have set the provider actions to improve. This requires the provider to take the actions below by 17 April 2020:

ensure that all staff have up to date knowledge of safeguarding issues and follow the correct procedure when they become aware of any inappropriate behaviour displayed by other members of staff;

take steps to ensure all staff use an appropriate approach to managing children's behaviour;

put effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

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](#).