

Complaint about childcare provision

Ref: 254364/4468201

Date: 22 July 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 2 March 2020 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 23 July 2020:

ensure that the whistle blowing procedure is clear and concise guiding staff accordingly in how to report concerns about staff to the appropriate authority should these arise

ensure staff use effective and consistent strategies to manage children's behaviour

ensure children's individual needs are known and supported appropriately in the setting in order to support their emotional well-being.

The provider has responded appropriately to these actions.

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](#).