

## **Complaint about childcare provision**

Ref: EY481056/4552012

Date: 14 September 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 July 2020, the provider notified us that there had been concerns about how staff manage children's behaviour and how they share information with parents. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events. On 30 July 2020 we received further information that the provider was not meeting some of these requirements.

On 20 August 2020, we carried out a regulatory visit. We found the provider had taken appropriate action to put things right. The policies and procedures have been reviewed and updated, additional training has been arranged for the staff team and communication with parents has been improved. 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](#).