

Complaint about childcare provision

Ref: EY236670/4553859

Date: 27 August 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 10 August 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and 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. The provider is still registered with Ofsted.'

Action required:

demonstrate how you will improve your knowledge and understanding of equality of opportunities and anti-discriminatory practice.

UPDATE

We found that the provider has met the action set. She now understands what is acceptable language to use when talking about ethnic minority groups. She shows an awareness of stereotypical views and the impact this can have on how families are perceived.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).