

Complaint about childcare provision

Ref: EY480293/4750862

Date: 17 May 2021

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 23 March 2021 we received concerns that this provider was not meeting some of these requirements. We issued a notice of action to improve. This is a notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

ensure the committee are fully aware of their roles and responsibilities, with particular regard to overseeing the manager's practice to make sure that requirements are met at all times - by 17/05/2021

put appropriate arrangements in place for the supervision of all staff, including the management team, that allows them to discuss sensitive,

confidential issues and provides support for them in their roles - by 17/05 2021

The provider has now take appropriate steps to address the actions above.

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 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](#).