

Complaint about childcare provision

Ref: EY454436/4806098

Date: 21 July 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 7 June 2021 we received concerns that this provider was not meeting some of these requirements.

On 15 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 30 July 2021:

- ensure supervision arrangements are robust and used to promote the interests of children and support continuous improvement

The provider has responded appropriately to this action. They have developed the supervision process to ensure this takes place in a timely manner and supports all staff to ensure continuous improvement within the setting.

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 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](#).