

Complaint about childcare provision

Ref: 2574466/4843524

Date: 28 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 18 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 28 July 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 28 August 2021:

- ensure that children are adequately supervised, this is with particular regards to outings
- improve understanding of how to manage children's behaviour in an age-appropriate manner and help them to understand why rules and boundaries are in place.

On 27 August 2021, the provider responded to the actions set. We found that the provider has improved supervision of children, particularly when on outings. She has updated her understanding of how to manage children's behaviour and now is aware of how to teach children about the reasons for rules and boundaries.

We are satisfied with the action taken by the provider. 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](#).

