

Complaint about childcare provision

Ref: 2570365/5185018

Date: 22 July 2022

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 15 June 2022, we received a concern that the provider was not meeting some of these requirements. We completed a regulatory telephone call to discuss the information.

We found the provider was not meeting some of those requirements. A notice to improve was issued to address the weaknesses identified. This requires the provider to take action by the date specified.

The action to be completed by 5 August 2022:

implement effective behaviour management techniques appropriate to children's individual needs, ensuring that all adults use positive language to support children in learning how to regulate their emotions.

The provider and her assistants have since completed training to support them in how to encourage positive behaviour. The provider has also implemented a record of any behavioural incidents that occur, so they can be monitored. Ofsted are satisfied with the action taken by the provider.

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](#).