

Complaint about childcare provision

Ref: 2593963/5232310

Date: 12 October 2022

Summary of outcome

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All early years providers must meet the legal requirements in the statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 October 2022, we carried out a regulatory visit to look into these concerns. We found that the provider was not meeting all the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 20 October 2022:

- develop knowledge and understanding of diversity and provide a well-designed curriculum where all children's individual backgrounds and experiences are celebrated, including the languages that they are exposed to at home, to help promote inclusion in the setting.

On 20 October 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of equality and diversity and now fully understands their responsibilities to provide an inclusive learning environment.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).