

## **Complaint about childcare provision**

Ref: EY493487/5406876

Date: 21 April 2023

### **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](http://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 27 March 2023 and 3 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 April 2023, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of the requirements.

Action needed by 11 May 2023:

- provide staff with effective support and coaching to ensure they improve their practice and have a clear understanding of their roles and responsibilities.

On 27 April 2023, the provider responded to the action raised. The provider has completed staff supervisions and observations of staff practice. Staff have completed training regarding the setting's policies and procedures to ensure they understand their role and responsibilities.

The provider will be able to give parents further information about this.

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](#).