

## **Complaint about childcare provision**

Ref: EY267910/5420874

Date: 5 May 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 18 April 2023, we received concerns that the provider was not meeting some of these requirements. On 5 May 2023, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take.

Action needed by 26 May 2023:

engage in appropriate professional development to improve knowledge and understanding of young children's behaviour, and the strategies to help manage behavioural traits.

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](#).