

Complaint about childcare provision

Ref: 2622928/5788534

Date: 14 August 2024

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 26 June 2024 and 25 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 13 August 2024, we carried out a regulatory phone call. We found that the provider was not meeting some of these requirements and had taken action to put this right. The provider has arranged additional training to increase staff's knowledge and understanding of strategies to support children's behaviour. This improved staff implementation of the behaviour management policy. The provider took steps to ensure that all staff receive effective supervision and training to help them understand their roles and responsibilities. They improved staff deployment to meet children's individual needs more effectively.

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](#).