

## **Complaint about childcare provision**

EY477229/C246256

**Date:** 26/06/2015

### **Summary of complaint**

Compliance On 17 April 2015, the provider notified us that there had been an allegation that staff were forceful when managing children's behaviour. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any allegations. We needed to check to ensure the provider was meeting the Early Years Foundation Stage requirements in relation to safeguarding policies and procedures, and managing behaviour. At an inspection we found that, in general, staff manage children's behaviour positively. However, not all staff were clear about the procedures to follow if they had concerns about a member of staff's behaviour towards children in line with their whistleblowing policy. Following our inspection, we sent the provider a notice to improve that asked them to ensure that all staff have sufficient knowledge and understanding of the safeguarding policies and procedures to implement them effectively to safeguard children, in particular the whistleblowing policies. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)

