

## **Complaint about childcare provision**

EY385412/C283233

**Date:** 15/07/2016

### **Summary of complaint**

On 29 April 2016 we received a notification from the setting about an incident relating to suitability and behaviour management. We needed to investigate this concern to see whether the setting was meeting the statutory framework for the early years foundation stage.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an announced visit to the premises and found that the provider had notified the relevant agencies, such as the designated officer at the local authority and Ofsted about the incident. The provider had liaised with the local authority. They had taken appropriate steps to ensure that children were safeguarded while they completed an internal investigation into the incident.

The provider found that not all staff were dealing with behaviour in an appropriate manner. They reviewed the settings behaviour policy with the whole staff team as part of their investigations to ensure that all members of staff are clear about how to deal with behaviour in relation to the different ages of children they work with. The manager has updated her knowledge of relevant guidance in relation to completing internal investigations to ensure that these are dealt with in a clear and consistent way. The setting have updated their safeguarding policy in relation to allegations against a member of staff and shared this with the staff team. Although supervision sessions with staff were not always being completed on a regular basis to improve and enhance staff practice, this is now being completed.

The provider remains suitable for registration.

### **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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)