

## **Complaint about childcare provision**

EY366663/C285479

**Date:** 10/09/2016

### **Summary of complaint**

On 26 May 2016 the provider notified us about a safeguarding incident, relating to the management of children's behaviour. The notification means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to: child protection and managing behaviour.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the registered provider is meeting all legal requirements. We sought information from the provider relating to the areas of concern in the first instance. The provider responded to our request. Following receipt of the information we conducted a telephone interview with the manager to confirm the details forwarded. As a result of the concerns raised, the provider took appropriate action, the registered provider reported the concern and followed the advice of external safeguarding agencies. An internal investigation was conducted and the disciplinary procedures were followed. A risk assessment was put into place to ensure children were safeguarded during this time. The provider continued to work with external agencies. We are satisfied that the provider has taken appropriate action.

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 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)