

Complaint about childcare provision

EY491354/C299199

Date: 26/11/2016

Summary of complaint

On the 3rd November 2016, we received a complaint that raised concerns about the management of children's behaviour and the provision of food and drink. At the inspection, we looked into this concern to see whether the nursery was meeting the specific safeguarding and welfare requirements, in particular the requirements relating to managing behaviour, and food and drink.

We found that there were no concerns relating to the provision of food and drink. However, some staff do not provide consistent and appropriate messages to children to help them learn to manage their behaviour.

Following the inspection, we sent the provider with a notice to improve that asked them to:

ensure there is a consistent approach to behaviour management so that all children receive appropriate guidance and support to understand what behaviour is acceptable.

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

