

## **Complaint about childcare provision**

EY485646/C322865

**Date:** 09/09/2017

### **Summary of complaint**

On 8 and 9 August 2017, we received complaints that raised concerns about staff: child ratios, supervision, the key person system, how children's individual care needs are met, unexplained injuries to children, illnesses, how behaviour is managed, and, information provided to parents.

We carried out an unannounced visit to consider the concerns. We found that the provider was compliant with the requirements of the early years foundation stage at the time of the visit. However, an internal investigation in relation to unexplained injuries, behaviour management and supervision, had not yet been concluded.

We liaised with the provider, following the outcome of the internal investigation. The provider found that appropriate behaviour management techniques had not been followed and staff had not been deployed effectively at times. The provider has since taken steps to ensure that any weaknesses are addressed.

We are satisfied with the action taken by the provider.

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)