

Complaint about childcare provision

EY281815/C330166

Date: 07/11/2017

Summary of complaint

On 26 October 2017 we received a notification that there had been concerns raised about the conduct of the provider, their ability to safeguard children, manage children's behaviour appropriately and the running of the setting.

This means that Stepping Stones - Stowmarket and Area Opportunity Group met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements (EYFS) in relation to notifying Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

Following receipt of this information we suspended the registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children and, as in this case, for external agencies to conduct their own investigations.

A provider must not provide childcare for which registration is required while the suspension is in place, and may commit an offence if they do so.

During our enquiries we found that the provider was failing to meet the EYFS. A child was able to leave the premises unsupervised and inappropriate behaviour management techniques were being used, which included an admission that a child had been locked in an office to prevent them from causing harm to themselves or others.

We were not able to complete our enquiries into the provider's ongoing suitability, as they had already notified us on 24 October 2017 that they wished to resign the registration on 31 October 2017. The provider is no longer 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