

Complaint about childcare provision

255065/C338093

Date: 10/02/2018

Summary of complaint

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 31 January 2018 we received concerns that this provider was not meeting some of these requirements. On 02 February 2018 we carried out a visit to look into these concerns. We found that the provider had not recorded or shared with parents an occasion where physical intervention had been used to keep children safe. Following our visit we sent the provider a notice to improve under the requirement for Managing behaviour. The provider will be able to give parents further information about this. The improvements will be assessed at the next inspection. The provider is still 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