

## **Complaint about childcare provision**

119603/C346495

**Date:** 08/06/2018

### **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](http://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 8 May 2018, we received concerns that this provider was not meeting some of these requirements. On 17 May 2018, we visited the provider to discuss these concerns. The provider will be able to give parents further information about this.

#### **Actions needed:**

ensure supervision arrangements for staff including managers, are effective in providing the support, coaching and training staff need to fulfil their roles and improve their practice

ensure staffing arrangements meet the needs of all children at all times so that staff are sufficiently deployed to meet children's needs and safety

maintain records, including incident records and obtain and share information with parents and carers, to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met

ensure children's behaviour is managed in an appropriate way; this specifically refers to supporting children to understand expectations for behaviour using positive and consistent methods.

The provider is 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)