

## **Complaint about childcare provision**

Ref: EY498066/4371762

Date: 5 December 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 November 2019, we received concerns that this provider was not meeting some of these requirements. We found that behaviour management procedures were not effective in helping children manage their own feelings and behaviours. In addition, the provider did not demonstrate a good understanding of child protection procedures and to address concerns relating to the welfare of children. A further breach to requirements included ineffective recruitment and induction procedures.

Following our visit, we sent the provider a notice of action to improve that asks the provider to: -

improve behaviour management procedures to help to address challenging behaviours and encourage children to recognise the impact of their actions on others

improve safeguarding knowledge to identify and address child protection concerns and share information with relevant professionals to help to keep children safe from harm

develop safe recruitment procedures and follow practices to ensure the suitability of all those working with children.

This is a notice that requires the provider to take the actions within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

We are satisfied with the action that has been since taken by the provider.

### **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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).