

Complaint about childcare provision

Ref: EY556769/4789049

Date: 16 June 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 13 May 2021 we received concerns that this provider was not meeting some of these requirements. We carried out a visit to the setting on 9 June 2021. We found that the provider was not fully meeting one of the legal requirements of the Statutory framework for the early years foundation stage. We issued a Notice of Action to improve. The provider was required to take the actions below within the timescales set out.

The provider will be able to give parents further information about this.

Action required by 25 June 2021:

Managing behaviour - Ensure that staff practice consistently reflects the clear and comprehensive behaviour management policy. Ensure that a record is kept of any occasion where physical intervention is used and ensure parents and/or carers are informed on the same day, or as soon as reasonably practicable.

On 18 June 2021 the provider submitted a detailed response to the action raised.

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 on our website for a period of five years.

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

