

## **Complaint about childcare provision**

Ref: EY321291/4955528

Date: 14 December 2021

### **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 11 November 2021, we received concerns that the provider was not meeting some of these requirements. We took steps to suspend the provider's registration. We suspended the provider's registration because we believe 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. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

The provider failed to notify Ofsted of a significant event as soon as reasonably practicable but did so within the 14 day timescale as required. They also failed to notify local child protection agencies of the incident. Furthermore, the provider failed to notify Ofsted of a change to the legal entity governing the registration. The provider has now improved their knowledge about notifiable events.

They considered the managing behaviour policy and adapted their procedures to ensure they are only using necessary interventions. Furthermore, the provider considered risk assessments for individual children's behaviour specifically.

Ofsted liaised with other agencies who reviewed the reported incident. Following this we have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

The provider is still registered.

### **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](#).