

## **Complaint about childcare provision**

Ref: EY423938/4992440

Date: 4 January 2022

### **Summary of outcome**

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 16 December 2021, we received concerns that the provider was not meeting some of these requirements. The provider will be able to give parents further information about this.

On 22 December 2021, we carried out a regulatory telephone call. We established that some of the requirements were not being met and a notice to improve was issued.

Actions needed by 27 January 2022:

- ensure staff receive adequate training and support to manage children's behaviour in an appropriate way, including the use of physical intervention, and keep a clear record of any occasions when physical intervention is used.

On 26 January 2022, the provider responded to the action set. We found that the provider had reviewed their behaviour management policy regarding the use of physical intervention and has improved their record keeping. Staff had also undertaken relevant training to help them understand how to manage children's behaviour appropriately. Furthermore, staff are booked to attend additional training courses over the next few months.

We are satisfied the provider has met the safeguarding and welfare action raised. 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 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.