

Complaint about childcare provision

Ref: 161855/5131691

Date: 14 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 April 2022, we received concerns that the provider was not meeting some of these requirements in relation to managing children's behaviour

On 12 April 2022, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

Additionally, during the regulatory telephone call, we identified that although the provider understands appropriate ways to manage children's behaviour, she had not kept a written record of an incident when she had used physical restraint to keep children safe from harm.

We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 20 April 2022:

- keep a written record of any occasion where physical intervention is used and inform parents and/or carers on the same day or as soon as reasonably practicable.

On 26 April 2022, the provider responded to the action set. We found that the provider had improved their knowledge and procedures for recording information when physical intervention is used and now fully understands their responsibilities. 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](#).