

Complaint about childcare provision

Ref: 316446/5162275

Date: 13 July 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 16 and 18 May 2022, we received concerns that the provider was not meeting some of these requirements. In addition to this, on 17 May 2022, the provider notified us of an allegation that had been made against a member of the management team. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of serious event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

On 5 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has put a risk assessment in place, which has been shared with all staff members, for when children are comforted in the office. The staff have completed face to face behaviour management training and worked closely with the local authority SENCO. They have introduced new behaviour management strategies with staff and parents to ensure a more consistent approach is implemented. The provider has updated the whistleblowing policy. This has been issued to all members of staff. In addition to these actions the provider has recognised that they did not have a behaviour management log. This has now been put into practice with immediate effect. The provider will be able to give parents further information about this. 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](#).

