

Complaint about childcare provision

Ref: EY398382/5179770

Date: 11 July 2022

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, 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 10 June 2022, we received concerns that this provider was not meeting some of these requirements. On 01 July 2022, we carried out an unannounced regulatory visit. We found breaches of requirements including how staff manage children's behaviour and reporting of safeguarding matters. Following our visit, we sent the provider a notice of action to improve that asks the provider to: -

train all staff to ensure that appropriate behaviour management strategies are used to promote children's emotional well-being

ensure staff follow policies at all times, including reporting concerns about children's welfare to the lead person for safeguarding.

The provider has addressed actions raised within the required timeframe.

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](#).

