

## **Complaint about childcare provision**

Ref: 2531156/5210031

Date: 8 August 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 14 July and 18 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 July 2022, the provider notified us of the same incident. 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 any significant event that may affect the suitability of any person caring for children.

On 3 August 200, we received further concerns that the provider was not meeting some of these requirements.

On 3 August 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 22 August 2022

- ensure all staff understand how to manage children's behaviour in an appropriate way
- ensure that the garden area is free of any hazards, in particular to ensure children cannot access behind the large storage containers
- ensure that parents are provided with an accurate record of their child's day, so they are fully aware of their child's needs for eating and nappy changing.

The provider responded the actions taken and demonstrated that appropriate action has been taken. Staff have completed some refresher behaviour management training and this is ongoing. The garden has been made safe and improvements have been made with the information provided to parents.

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](#).