

## **Complaint about childcare provision**

Ref: EY479667/5422647

Date: 3 May 2023

### **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 20 April 2023, we received a concern about the provider in regard to staff's management of children's behaviour. We conducted a regulatory visit to the setting on 3 May 2023. At this visit we found that the provider was not meeting some of these requirements. We have therefore, issued a notice to improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Actions needed by 24 May 2023

ensure that staff have suitable training to fully understand how to manage children's behaviour positively and to know when to seek further support from other professionals

ensure that staff have clear policies and procedures to follow for managing children's behaviour and that these reflect the actual behaviour management strategies that the provider expects staff to use

keep an accurate record of any occasions where staff use physical restraint on children, so they provide clear explanation and detail of these incidents.

### **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](#).

