

Complaint about childcare provision

Ref: 402288/5480909

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

On 4 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 September 2023 and 11 September 2023, we carried out regulatory telephone calls. 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 3 October 2023:

- take action to ensure safeguarding policies and procedures are implemented effectively, particularly in respect of managing allegations about adults who work with children
- ensure procedures in the behaviour management policy reflect staff practice to ensure children's behaviour is managed in an appropriate manner.

On 26 September 2023, the provider responded to the actions set. We found that the provider had reviewed the policies and procedures with staff to make sure they have a clear understanding of the action they should take if they have concerns about a colleague's conduct. They had given staff additional training to help improve their practice in relation to managing children's behaviour.

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](#).