

Complaint about childcare provision

Ref: EY302062/5213688

Date: 27 July 2022

Summary of outcome

Our reference: 5213688/ EY302062

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 July 2022, the provider notified us of a significant event that occurred at the setting. We also received a complaint in relation to the 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 significant events and changes.

On 22 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting all the requirements. We have served welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 1 August 2022:

- manage children's behaviour in an appropriate way.

On 12 September 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action raised. At the visit, we found that the provider had improved their knowledge and understanding of how to manage children's behaviour in an appropriate way.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).