

## **Complaint about childcare provision**

EY363213/C235927

**Date:** 08/04/2015

### **Summary of complaint**

On 12 December 2014 Ofsted received a complaint that raised concerns about the nursery. We carried out an unannounced visit on 18 February 2015 to look into this concern and to see whether the setting was meeting requirements for safeguarding, general suitable people matters, key persons and managing behaviour. We found that children's behaviour is variable because staff do not follow consistent methods to deal with behaviour and this does not comply with the written policy of the nursery. This is a breach of the requirement for managing behaviour. Following the visit we sent the provider a notice to improve that required them to implement the behaviour management policy in order that staff have consistent skills in addressing challenging and inappropriate behaviour. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)