

Complaint about childcare provision

EY387116/C299823

Date: 21/02/2017

Summary of complaint

On 11 November 2016, we received a complaint that raised concerns that children's behaviour is inappropriately managed, the premises and resources are not clean and ratios are not met.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Managing behaviour'; 'Staff:child ratios'; 'Safety and suitability of premises, environment and equipment'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the premises and resources were seen to be clean and organised. Registers were checked and staffing ratios appeared to be adhered to. Staff use effective methods and strategies to manage children's behaviour in a positive way. However, during the visit it was found that the setting had not followed their own safeguarding procedures during a recent incident.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure you follow your own safeguarding procedures and take the appropriate action in the event of an allegation being made against a member of staff.

We are satisfied with the action taken by the provider to meet the action.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted