

Complaint about childcare provision

EY539551/C309779

Date: 16/04/2017

Summary of complaint

On 15 and 22 March 2017, we received a complaint which raised concerns about a behaviour management incident. We carried out an announced visit on 12 April 2017, to look at the concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to Child protection, Behaviour management and Suitable people. In a particular a requirement which states that providers are responsible for managing children's behaviour in an appropriate way.

At the visit the inspector found that an incident had occurred where an inappropriate behaviour management technique was used. The setting had followed their policies and procedures and had investigated the concern and are taking appropriate action. However, the setting had not followed their own procedures in reporting the concern without delay. Effective action has been taken to ensure this does not occur again. The setting has met requirements relating to behaviour management by recording the incident but the reports have not been signed yet by all parties involved. Provider must keep records to ensure the safe and efficient management of the setting and therefore documents must be completed fully. The inspector discussed this with the manager and accepts the proposed action to ensure that records are fully kept.

We are satisfied with the action taken by the provider and therefore no further action will be taken by Ofsted.

The provider remains suitable for registration 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