

Complaint about childcare provision

EY453650/C329955

Date: 18/11/2017

Summary of complaint

We received a complaint on 24 October 2017 that raised concerns that the setting was not meeting requirements in relation to managing behaviour. Ofsted does not investigate to prove or disprove a complaint but looks into the information received to assess whether the registered provider meets the requirements of their registration. At the time that the complaint was received the registered provider had failed to pay the required registration fee and their registration had been cancelled from 10 October 2017.

We carried out an unannounced visit to the setting and found that they were aware of the concerns and had begun an investigation into the issues raised. However, the manager was not present and there was no suitable experience deputy manager to take charge in the manager's absence. Staff were unable to provide evidence of checks undertaken to assure their suitability. Additionally staff were unsure about reporting arrangements for child protection concerns in the manager's absence.

We found that staff present were unaware that the registration had been cancelled as the provider had not paid the required registration fee. We contacted the registered provider and made them aware of the concerns and of the cancellation of the registration. They paid the required fee and the registration was reinstated immediately.

We carried out an additional visit to the setting on 13 November 2017. We found that the registered provider had completed the investigation into the initial complaint and taken appropriate action in line with their complaints procedure. We found that behaviour is appropriately managed at the setting. Additionally they were able to demonstrate that they had obtained checks on all staff to assure their suitability to work with children. They had reviewed their child protection procedures and all staff were now able to report

concerns in line with local safeguarding children board procedures, in order to protect children.

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