

Complaint about childcare provision

Ref: 205441/4180040

Date: 12 April 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 March 2019 we received a complaint that a member of staff was aggressive with a child when she snapped the child's headband off her head, causing the child to be upset and frightened.

We carried out an unannounced visit on 26 March 2019, where we found the provider had taken action to monitor the member of staff's practice through regular observations and supervision. The behaviour management policy is clear about the expectations of staff to manage behaviour effectively with praise and encouragement. We spoke with staff and the provider and reviewed relevant documentation such as the safeguarding and behaviour management policies.

We are satisfied with the action taken by the provider to monitor staff practice and carry out regular staff supervision. Therefore no further action is required.

The provider remains suitable for registration.

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](#).