

## **Complaint about childcare provision**

EY335641/ C159574

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### **Summary of complaint**

On 6 December 2011, we received a complaint that raised concerns about the methods used to manage children's behaviour. We investigated this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare'; in particular, the requirement that providers must have an effective behaviour management policy which is adhered to by all members of staff.

We do not investigate to prove or disprove a complaint but we use the information we receive to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found the provider is aware of the concerns. The provider has an effective behaviour management policy which should be adhered to by all staff. However, a qualified and experienced member of staff recently used a method to manage children's behaviour which is not condoned by the provider. The staff members intention was to soothe a crying child. The provider has taken appropriate action to ensure that the nursery's policies and procedures for behaviour management or children's sleep time are followed. The provider has reinforced the nursery's policies and procedures with all staff to ensure their future good practice. We found that there is evidence to demonstrate that adult:child ratios are maintained at all times, including the busy times of year when there is an influx of new starters to the nursery. The organisational plan of the nursery is effective to ensure that children move through the nursery at appropriate times to meet their age and stage of development.

The provider is now meeting the requirements of the Early Years Foundation Stage, therefore no further action was taken by Ofsted.

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)