

Complaint about childcare provision

EY235998/ C103368

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Summary of complaint

On 21 January 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We liaised with external agencies. We carried out an unannounced visit and found that the behaviour management policies for staff and children were not explicit enough regarding corporal punishment.

We sent the provider a notice to improve that asked them to ensure providers must have an effective behaviour management policy which is adhered to by all staff - The Early Years Foundation Stage General Welfare Requirements – Suitable people.

The provider has submitted written confirmation that they have met the action required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

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)