

Complaint about childcare provision

141096/ C132593

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Summary of complaint

On 23 July 2010, we received information that raised concerns about the registration, which may impact on the care provided to children.

We received this information from a complaint. Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We made the provider aware of our concerns and asked them to provide us with a response. The provider looked into the matter and informed us of their findings. As a result of their response, we did not undertake a visit on this occasion.

However, we found that the provider did not seek appropriate advice with regards to managing behaviour effectively. Following our investigation, we sent the provider a notice to improve that asked them to:

ensure children's behaviour is managed effectively and in a manner appropriate for their stage of development and particular needs; this is with reference to accessing expert advice if ordinary methods are not effective with a particular child (Safeguarding and promoting children's welfare).

The action has been successfully completed.

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)