

Complaint about childcare provision

EY489385/C254849

Date: 30/07/2015

Summary of complaint

On 16 July 2015 we received a complaint that raised concerns about the provider's ability to share information with external agencies in a timely way to safeguard children. We carried out a visit to see whether the provider was meeting the safeguarding and welfare requirements of the Early Years Statutory Framework.

We carried out a visit and found that the provider does have an adequate understanding of safeguarding issues but does not have an effective safeguarding policy and procedure. The provider was clear about when to seek advice from external agencies but unsure about how to share information in a timely and appropriate way.

Following our visit, we issued a notice to improve that asks the provider to;

- implement an effective safeguarding policy and procedure which is in line with the guidance and procedures of the Local Safeguarding Children Board
- respond in a timely and appropriate way to signs of possible abuse and neglect

The provider has updated her safeguarding policy and procedure which is in line with North Somerset Safeguarding Children Board. The safeguarding policy clearly outlines how the provider would respond in a timely and appropriate way to signs of possible abuse and neglect. We are satisfied with the action taken and 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)