

Complaint about childcare provision

EY402215/C259683

Date: 10/11/2015

Summary of complaint

On 9 September 2015, we received a concern about the safeguarding procedures implemented at the setting. We needed to check to make sure that the Early Years Foundation Stage safeguarding and welfare requirements relating to child protection were being met, particularly those concerned with safeguarding procedures.

We liaised with outside agencies and carried out an unannounced visit. We found that staff had appropriately raised a concern that had been passed on to the senior team. The senior team however, did not follow robust safeguarding procedures as they did not seek advice from Children's Social Care regarding the issue, before making decisions about what action to take.

The setting have reviewed the systems in place when safeguarding issues are raised, to ensure that more robust consideration is given to concerns. We therefore took no further action.

The setting 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)