

## **Complaint about childcare provision**

EY346623/C278477

**Date:** 15/04/2016

### **Summary of complaint**

On the 7 March 2016 we received a notification from the provider that possible concerns had been raised about the way a member of staff may have handled a child. By making this notification the provider has met the Statutory Framework for the Early Years Foundation Stage (EYFS), Child protection, 3.8 which requires registered providers to inform Ofsted of such allegations.

However, the provider did not take steps to inform the Local Authority Designated Officer with this information at the outset. It is a requirement of the EYFS, Child protection 3.8, that the provider implements a policy and procedures in line with the guidance and procedures of the relevant local authority. Following an investigation there were no concerns about any member of staff. Clever Tots Nursery reviewed their practice and took appropriate action to ensure that this requirement is met in the future. 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)