

Complaint about childcare provision

EY365864/C279374

Date: 16/04/2016

Summary of complaint

We received information on 16 March 2016 that raised concerns that the provider was failing to meet the safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) in regard to 'Child Protection.'

Ofsted does not investigate to prove or disprove a complaint but looks into the information received to see if the provider is meeting all applicable legal requirements.

We visited the nursery on 16 March 2016 and found that the recording and monitoring systems in place to document safeguarding concerns were not effective. We also found that staff training did not adequately inform staff of the signs and symptoms of abuse and the procedures to follow.

This meant that requirements of the EYFS were not being met. These include 'child protection', namely that providers 'must be alert to any issues for concern in the child's life at home or elsewhere', and providers 'must train all staff to understand their safeguarding policy and procedures and ensure that staff have up to date knowledge of safeguarding issues.' We issued a welfare requirements notice that instructed the provider to take specific action to meet the requirements.

We visited the provider on 5 April 2016 and found they took appropriate action to meet the requirements of the EYFS. 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)