

## **Complaint about childcare provision**

EY221643/C293061

**Date:** 16/09/2016

### **Summary of complaint**

On 22 August 2016, we received a complaint that raised concerns about safeguarding procedures. This included staff knowledge of safeguarding, standards of risk assessment, staff suitability and induction of staff. As a result, an inspection was carried out. At the inspection we looked into these concerns to see whether the setting was meeting the statutory safeguarding requirements and promoting children's welfare. Following our inspection, we sent the provider a notice to improve that asked them to; ensure that all staff who work on the premises are fully checked for their suitability to work with children; ensure safeguarding leads have appropriate training and that all staff know how to report concerns to the appropriate authorities; deploy staff appropriately to ensure that children's well-being is promoted. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)