

Complaint about childcare provision

259672/C289120

Date: 29/10/2016

Summary of complaint

On 06 July 2016, we received a complaint that raised concerns that the provider did not take appropriate action following an incident that occurred on the premises.

We needed to investigate this concern to see whether the provider was meeting the Early Years Foundation Stage safeguarding and welfare requirements relating to; 'Child protection' and 'Suitable people'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the setting and found that the provider had not followed their safeguarding policy and procedures when an allegation was made against a member of staff. Although not part of the initial complaint, we also found that the provider had failed to notify Ofsted of changes made to the provider's contact information.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure you follow your safeguarding policy and procedures; with particular reference to managing staff situations.

We also issued a warning letter for failing to notify Ofsted of the changes to contact information.

We are satisfied with the action the provider has taken to meet the notice. 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