

Complaint about childcare provision

EY217012/C310263

Date: 01/06/2017

Summary of complaint

On 08 December 2016, we received a complaint that raised concerns about the behaviour of children, resulting in alleged injuries to a child. We wrote to the provider and asked them to look into the concerns and advised them that we would review their investigation at our next visit. On 21 March 2017, we received information from the Local Authority. We carried-out a visit and looked into safeguarding practice and procedures. We found that an unexplained injury and regular absenteeism had not been reported to the relevant agencies.

Following our investigation, we issued a welfare requirement notice that asks the provider to:

ensure that all practitioners have knowledge of safeguarding issues to identify signs of possible abuse and neglect at the earliest opportunity, and respond in a timely and appropriate way. This is with particular regard to unexplained injuries and regular absenteeism.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We carried-out a monitoring visit and found the provider had taken prompt and appropriate action to meet the welfare requirement 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