

Complaint about childcare provision

EY415263/C320101

Date: 22/09/2017

Summary of complaint

On 11 July 2017, we received information that raised concerns about behaviour management strategies, partnership with parents and the suitability of staff caring for children.

On 29 August 2017, we visited the nursery to see if the providers were meeting the requirements in relation to: child protection; managing behaviour and suitable people. During the visit, we found that staff implement effective procedures for managing children's behaviour and as a result, children were happy, settled and secure. All staff caring for children are suitable to do so and appropriate checks, such as DBS checks, are obtained for all staff.

Although staff work in partnership with parents, we found that staff had not responded appropriately to an allegation raised by a parent. We also found that staff, including the managers, were not fully aware of the possible signs and symptoms of abuse, or the procedures to follow if they had any concerns about a child's well-being. As a result, we served the providers a welfare requirements notice in relation to child protection matters.

On 18 September 2017, we carried out a monitoring visit. During the visit, we found the providers had implemented effective systems to ensure the safety and well-being of all children. All staff have undertaken additional child protection training and refreshed their knowledge by reading the nursery's policies and procedures. Consequently, staff are fully aware of the safeguarding procedures and the action to take if they have any concerns about a child's well-being. We are satisfied with the action taken by the providers. The providers remain 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