

Complaint about childcare provision

EY342353/C318129

Date: 21/09/2017

Summary of complaint

On 21 June 2017, we received a complaint about the management of the setting. On 5 July 2017, we received a similar complaint about the management and that children's needs were not being adequately met. On 15 August 2017, we received a complaint about a safeguarding issue. On 29 August 2017, the provider notified us of a safeguarding issue. The notification means that the provider met their legal responsibility to notify Ofsted of a significant event.

We needed to check to make sure the provider was meeting the requirements of the early years foundation stage. In particular, the requirements that relate to accident or injury, food and drink, safety, premises, safeguarding practice and policy, first aid and child supervision.

On 13 September 2017, we made an unannounced visit to the setting. We looked at the policies and procedures, observed practice, interviewed staff and held discussions with managers. We found the safeguarding policy and procedures did not include information on what to do if there is a concern about the behaviour or conduct of a staff member. All other identified requirements were met.

Following our visit, we sent the provider a notice to improve that asks them to:

implement a policy and procedure that should be followed if staff are concerned about other members of staff conduct; with particular reference to knowing who can be contacted independently if staff have concerns

The provider took sufficient action to meet the action raised.

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