

## **Complaint about childcare provision**

508051/C330029

**Date:** 11/11/2017

### **Summary of complaint**

On 25 October 2017 Ofsted received an anonymous complaint. The complaint was in relation to: safeguarding concerns in particular child protection; the way in which the provider managed children's behaviour; accidents not being appropriately treated; meeting children's dietary needs; and how the needs of children with special educational needs were being met.

We looked into this concern to see whether the setting was meeting the early year's statutory framework requirements. In particular, the requirements relating to Child protection, Food and drink, Managing behaviour, and Special educational needs.

We initially shared the information with other agencies and conducted an initial visit to the setting unannounced on 26 October 2017. We conducted a follow up visit on 27 October 2017. We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We found that children's individual needs were discussed with the designated special educational needs coordinator and their needs were being met. Accidents are appropriately treated and documented. There was no indication that the registered provider had managed a child's behaviour inappropriately.

We found the child protection policy was not in line with the Local Safeguarding Children Board guidelines and the policy did not inform staff of the process to initiate in the event of an allegation being made against a staff member.

Following our investigation, we sent the provider a notice to improve that asked them to: ensure that you have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance

and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff (Child protection); and, ensure that staff receive training to enable them to understand their safeguarding policy and procedures. Also that staff have up to date knowledge of safeguarding issues. (Child protection)

The provider took prompt action in response to the actions imposed. This included updating the safeguarding policy in line with the LSCB and providing additional training for all staff. The provider has also worked alongside the local Early Years team to ensure policies and practices are in line with the legal requirement. We are satisfied with the action taken and 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)