

## **Complaint about childcare provision**

130485/ C139328

**Date Published:** 24/03/2011

### **Summary of complaint**

On 17 November 2010, we received information that raised concerns about the registration, which may impact on the care provided to children.

We received this information from a complaint. We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

#### **Action taken**

We carried out an unannounced visit to the premises and found that the safeguarding policy and procedure was not effective because it did not detail the correct procedure that should be followed in the event of an allegation made against a member of staff. We also found that we had not been informed of an allegation of abuse and the child protection agency had not been notified of an allegation of abuse.

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

further develop the safeguarding policy and procedure to ensure it includes the correct procedure to be followed in the event of an allegation being made against a member of staff - the Early Years General Welfare Requirements - Safeguarding and promoting children's welfare

provide evidence of how you will ensure Ofsted is informed of any allegations of serious harm or abuse by any person, living, working or looking after children at the premises as soon as reasonably practicable but at the latest within 14 days of the allegation being made - the Early Years General Welfare Requirements - Safeguarding and promoting children's welfare

provide evidence of how you will ensure the child protection agency (usually local children's services or the police) previously identified by the Local Safeguarding children Board (LSCB) if notified, without delay, of allegations of abuse - the Early Years General Welfare Requirements - Safeguarding and promoting children's welfare

We received a satisfactory response to the action that was set. 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 about the complaints process please view the [\*Concerns and complaints about childminders and childcare providers\*](#) leaflet (Reference no. 080120)