

Complaint about childcare provision

EY372669/ C145480

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Summary of complaint

On 3 March 2011, we received a complaint that raised concerns about how the provider respects confidentiality and how the provider ensures children are safeguarded. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare' and 'Documentation'. In particular, these include requirements that state: the provider must take necessary steps to safeguard and promote the welfare of children; and providers must maintain records, policies and procedures required for the safe and efficient management of the settings and to meet the needs of the children.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that the provider did not have adequate measures in place to clarify who has legal responsibility for a child and who has legal contact with a child.

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

necessary information is obtained from parents in advance of a child being admitted to the provision, including information about who has legal contact with the child; and who has parental responsibility for the child (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare)

The provider has submitted written confirmation that they have met the action required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

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)