

## **Complaint about childcare provision**

EY217973/ C106637

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### **Summary of complaint**

On 31st March 2009 we received information that raised concerns about the behaviour of staff, which may impact on the care given to children.

We carried out an unannounced visit and found that staff had not acted appropriately when managing children's behaviour. We also found the setting's written safeguarding policy to be incomplete and the manager's child protection training, as designated person, not up-to-date. The provider was therefore not meeting the requirement:- The Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare.

Following our investigation, we sent the provider a notice to improve that asked them to - 1) provide behaviour management training for the staff members involved in the incident 2) update child protection and safeguarding policy to include section on action taken if an allegation is made against a member of staff 3) ensure that the manager, as designated person, attends child protection training.

The provider has submitted written confirmation that they have met the actions 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)