

Complaint about childcare provision

EY287777/ C107513

Date Published: 19/05/2009

Summary of complaint

On 22 April 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises and found the provider had not implemented the safeguarding children policy effectively and not all staff are aware of who is the designated person for safeguarding children.

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

that any child protection agency (usually local children's services or the police) previously identified by the Local Safeguarding Children's Board are notified without delay, of allegations of abuse – the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare

ensure that an effective safeguarding children policy and procedure is implemented and understood by all members of staff – the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare

All actions were successfully completed. 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)