

Complaint about childcare provision

507840/ C128246

Date Published: 04/06/2010

Summary of complaint

On 19 May 2010, we received information that raised concerns about the registration, which may impact on the care provided to children. We received this information from an external source.

We carried out an unannounced visit on 24 May 2010 and found that the provider did not have a secure understanding of the correct procedures to follow if an allegation is made against a member of staff and had failed to follow the correct procedures when a concern was raised.

Following our investigation, we sent the provider a notice to improve that asked them to:

demonstrate that all members of staff understand the safeguarding policy and procedure and in particular the procedure to be followed in the event of an allegation being made against a member of staff -The Early Years Foundation Stage General Welfare Requirements- Safeguarding and promoting children's welfare (also applies to the compulsory and voluntary parts of the Childcare Register)

take necessary steps to safeguard and promote the welfare of children by notifying Children's Services without delay of any allegations of abuse -The Early Years Foundation Stage General Welfare Requirements- Safeguarding and promoting children's welfare (also applies to the compulsory and voluntary parts of the Childcare Register).

We are satisfied with the actions the provider took. 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)