

## **Complaint about childcare provision**

254428/C210029

**Date:** 10/04/2014

### **Summary of complaint**

On the 9 April 2014 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding Practice and their Safeguarding Policy; in particular the requirements that, if following an allegation against a member of staff, they must notify agencies with statutory responsibility without delay. We found that the provider had failed to notify the Local Authority Designated Officer (LADO) in a timely manner when the concern first came to light. In addition, we found that staff's understanding of their roles and responsibilities regarding reporting safeguarding was insufficient, and that the manager did not have a secure understanding of the relevant requirements to ensure effective oversight of the provision in the area of safeguarding. Following our inspection, we served a welfare requirements notice on the provider that required them to train all staff to ensure that they understand the safeguarding policy and procedures and have up-to-date knowledge of safeguarding issues, with specific reference to making appropriate notifications. It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in prosecution.

### **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)