

Complaint about childcare provision

EY290174/C208269

Date: 24/03/2014

Summary of complaint

On the 20 March 2014 we received information that raised concerns about the providers' ability to safeguard children. At the inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding Practice and Safeguarding Policy: in particular the requirements that staff must follow if they have concerns about other members of staff. We found some staff's understanding of their roles and responsibilities regarding reporting safeguarding, particularly members of staffs inappropriate behaviour or comments, was insufficient. Although, all staff have recently attended safeguarding training and the manager has used questionnaires, post training, to assess staffs understanding of safeguarding issues, some staff have not fully understood their responsibility to safeguard children fully. For example, some staff have not responded appropriately to other members of staffs inappropriate behaviour and comments. Following our inspection, we sent the provider a notice to improve that asked them to ensure all staff are fully aware of their responsibility to report, in a timely and appropriate way, any concerns of other staffs inappropriate comments or behaviour to ensure children are safeguarded and their well-being is protected at all times. 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)