

Complaint about childcare provision

139952/C211125

Date: 29/01/2015

Summary of complaint

On 24 April 2014, concerns were raised about the settings ability to implement safeguarding procedures effectively. We visited the setting to see whether the safeguarding and welfare requirements were being met, in particular, the requirement – Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB).

During the visit, it was identified that on an occasion, the setting had not fully implemented correct safeguarding procedures.

Following the visit we sent the provider a notice to improve that asked them to:

- * ensure staff have a secure understanding of procedures to be followed in the event of them having concerns about children's safety or welfare, which includes notifying agencies with statutory responsibilities without delay.

The provider has since submitted a satisfactory response which confirms that the action has been met.

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)