

Complaint about childcare provision

EY402808/C259155

Date: 15/10/2015

Summary of complaint

On 3 September 2015 we received information that raised concerns about the provider's ability to safeguard children and promote their welfare. At an inspection we looked into the concerns to see whether the provider was meeting the requirements relating to Safeguarding Practice and Safeguarding Policy: in particular the requirements that providers must be alert to concerns in the child's life at home and elsewhere, and that they must notify agencies with statutory responsibility without delay. We found that the provider who is the lead practitioner responsible for safeguarding had not reported safeguarding concerns about a child's welfare to the relevant agency which is the Local Safeguarding Children Board. Following our inspection, we sent the provider a notice of action to improve that asked them to: take action to ensure that any concerns about a child's welfare are identified and responded to in a timely manner in line with the safeguarding policies and procedures; ensure that the lead practitioner for safeguarding children has the necessary skills to provide support, advice and guidance to any other staff and on any specific safeguarding issues as required.

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)