

Complaint about childcare provision

127521/C281606

Date: 21/05/2016

Summary of complaint

On 12 April 2016, we received a concern relating to the information that had been shared with parents when pets were introduced to the setting. We needed to check to make sure that the early years foundation stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to sharing information with parents and carers. We had previously also received a concern, on 22 February 2016, relating to the use of photographs in media, which we had asked the setting to look into. We also received a concern from an outside agency on 24 February 2016, relating to an historical issue concerning the setting's safeguarding practice.

We carried out an unannounced visit to the setting to discuss the concerns. We found that pets had been introduced to the setting, but that the provider had not fully considered how this information was shared consistently with parents and carers. We also found that the provider was not fully aware of their safeguarding responsibilities where concerns may be raised about staff. We found that the provider had reviewed and made changes to their procedures relating to their social media policy.

As a result of the visit, we sent the provider a notice to improve which asks them to:

- ensure that committee members understand their responsibilities with regard to the processes in managing practice issues or allegations made against staff
- ensure that the methods used to share information about changes within the setting are accessible to all parents/carers.

The provider responded appropriately to the actions raised and 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted