

## **Complaint about childcare provision**

EY497757/C285617

**Date:** 02/07/2016

### **Summary of complaint**

On 27 March 2016, we received a complaint that raised concerns about how the nursery addresses safeguarding concerns, communication with parents and outside agencies, staff suitability, recruitment procedures, and the safety and security of the premises. At an unannounced inspection, we looked into these concerns to see whether the nursery was meeting the requirements to safeguard and support children's welfare. In particular, those relating to safeguarding policy, general suitable people matters, qualifications, premises, and information for parents and carers. We found that the provider and staff understand their responsibility to report child protection concerns to the appropriate agency and communicate with them appropriately. The provider effectively checks that staff are qualified and suitable to work with children. However, some staff references to confirm this were not available for inspection. The premises were safe and secure. The provider did not follow the nursery's safeguarding procedures in relation to monitoring and recording all concerns about children's welfare and sharing information with parents. Following our inspection, we sent the provider a notice to improve that asked them to:

ensure safeguarding policies and procedures are adhered to at all times, with particular regard to discussing concerns with parents appropriately and keeping records of these discussions

ensure all required records and documentation are available for inspection 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 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)