

Complaint about childcare provision

EY244181/C317622

Date: 28/07/2017

Summary of complaint

On 16 June Ofsted received concerns with regards to a child making an allegation against a staff member. There were also concerns received regarding how accidents have been dealt with in terms of recording of the incident, supervision of children and the way complaints had been dealt with.

At an unannounced visit we looked into this concern to see whether the setting was meeting the following requirements: Child protection; Suitable people; Staff qualifications, training, support and skills; Staff: child ratios; Accident or injury; Managing behaviour; Information and records; and, Complaints.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the setting unannounced on 11 July 2017. We found that accidents and complaints had been dealt with effectively. Staff to child ratios had been adhered to and children were efficiently supervised.

We also identified that although an allegation against a staff member had been investigated the safeguarding procedures had not been implemented appropriately.

We sent the provider a notice of action to improve that asks them to: ensure that in the event of an allegation being made against any staff member that the safeguarding procedures are implemented effectively.

The provider responded to the notice to improve. We were satisfied with the response and did not require any further action.

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