

Complaint about childcare provision

EY449240/C200841

Date: 21/11/2014

Summary of complaint

On 19 December 2013, we received a complaint that raised concerns about staff's safeguarding knowledge and the training and support provided. At an inspection we looked into this concern to see whether the setting was meeting the safeguarding and promoting children's welfare requirements. In particular we looked at the requirements relating to W1.1 Safeguarding practice, W1.2 Safeguarding Policy, W3.2 Training, Support and Skills and W10.6 Changes that must be notified to Ofsted. We found that the majority of staff have an appropriate understanding of the requirements to protect children. However, we found that the induction programme for new staff was not sufficiently robust so that they were familiar with the nursery's safeguarding policies and procedures. Following our inspection, we sent the provider a notice to improve that asked them to improve the induction programme so that those new to the nursery are fully aware of the nursery's safeguarding policies and procedures, including an awareness of whistleblowing procedures and who has designated responsibility for safeguarding.

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)

