

Complaint about childcare provision

EY240115/C230924

Date: 26/11/2014

Summary of complaint

On 24 October 2014, we received a notification from the provider of an incident where a child left the premises unsupervised. This means that the provider has met the requirement to notify Ofsted of a significant event. We visited the provider and looked into this concern to see whether the setting was meeting Safety and suitability of premises, environment and equipment. In particular, these include a requirement that states; Providers must only release children into the care of individuals who have been notified to the provider by the parent, and must ensure that children do not leave the premises unsupervised. We also looked at Risk assessment. In particular, these include a requirement that states; Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

We found that the provider had followed their own internal procedures and completed an investigation into practice; they have taken action following a review of practice and improved supervision, specifically at the end of the day. Following the incident they have changed the way that they manage the end of the session and children now wait with their coats on in one designated area until they are collected by parents. Staff directly monitor the area and do not complete other tasks until the children have been collected.

Following our visit, we took no 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)