

## **Complaint about childcare provision**

EY359706/C247763

**Date:** 10/07/2015

### **Summary of complaint**

On 5 May 2015, we received information that indicated that a child's hair and face had been cut at the setting. We needed to check to see that the setting was meeting the Early Years Foundation Stage safeguarding and welfare requirements. In particular the requirements that relate to staff deployment and risk assessment.

We carried out an unannounced visit to the setting. We found that an incident had occurred, where children had access to scissors during tidy up time and had made attempts to cut each other's hair. A sufficient number of staff were on duty to supervise the children, however, staff had been distracted and failed to notice what the children were doing.

Following the incident the setting undertook a risk assessment to review the children's use of scissors. These were removed from reach during tidy up times to ensure that children's use of scissors was able to be supervised adequately. Staff were also reminded of the need for close supervision.

We were satisfied with the action taken by the setting and 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)