

## **Complaint about childcare provision**

EY364387/C269550

**Date:** 12/04/2016

### **Summary of complaint**

We received information on 03 December 2016 that raised concerns that the provider was failing to meet safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) relating to 'Staff:child ratios; 'Safety and suitability of premises, environment and equipment'; 'Risk assessment' and 'information for parents and carers'. Ofsted does not investigate to prove or disprove a complaint but looks into information received to see if the provider is meeting all applicable legal requirements.

We visited the nursery and found that following a recent complaint regarding similar issues the nursery had stated they would seek written permission, confirming parents agreed with the nursery practice to sleep their child outside. This has not been implemented. We issued a notice to improve that required the provider to ensure parents and/or carers are informed about the daily routines of the setting and the provider's policies and procedures. This particularly refers to outdoor sleeping arrangements for children.

The provider has taken prompt and effective action to meet the notice. Parental permission has been obtained from all parents concerned about children sleeping outside as well as the written policy and procedure given out.

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)