

Complaint about childcare provision

EY385380/C280295

Date: 13/04/2016

Summary of complaint

On 23 March 2016, we received a complaint that raised concerns about how staff responded to children who are unwell. We carried out an unannounced visit to see whether the provider was meeting the safeguarding and welfare requirements of the Early Years Statutory Framework. In particular, these include a requirement that the provider must have a procedure for responding to children who are ill or infectious.

We found at the visit, that not all staff were aware of the dangers of children having a high temperature and methods to reduce a temperature had not been used. The provider has taken steps to ensure this does not happen again, which includes reminding staff about the importance of cooling children that are hot and liaising appropriately with parents. All staff hold a relevant first aid certificate. We are satisfied with the action taken and 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)