

Complaint about childcare provision

EY342353/C282983

Date: 06/05/2016

Summary of complaint

On 27 April 2016 we received some information that raised concerns about the suitability of the provider. We needed to make sure that the Early Years Foundation Stage safeguarding and welfare requirements were being met; particularly the requirements relating to Staff: child ratios; Risk assessment; Accident or injury and Complaints. We carried out an unannounced visit to the setting. At the time of the visit the provider was found to be meeting the requirements. The provider had conducted a robust investigation into the concerns raised. They had taken action to minimise a potential risk to children in the outside area. They had also reviewed procedures for recording accidents and sharing information with parents with all staff. We are satisfied with the action the provider has taken and they remain 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)