

## **Complaint about childcare provision**

EY479022/C285890

**Date:** 25/06/2016

### **Summary of complaint**

On 03 March 2016, Ofsted received information that parents do not regularly receive information about staff changes. Also, on 01 June 2016, Ofsted received information that staff do not manage children's behaviour appropriately. Concerns were also raised with relation to systems for managing children's allergies and supervision of sleeping babies. We carried out an unannounced inspection, we looked into these concerns to see whether the provider was meeting the requirements relating to safeguarding and promoting children's welfare; in particular the requirements relating to information for parents and carers, information about the provider, managing behaviour, ratios, child supervision and medicine. We found that the provider has appropriate procedures to inform parents of staff changes. We found that staff manage children's behaviour appropriately and fully understand the behaviour management policy. The provider meets the requirements relating to the ratio of staff to children and implements appropriate procedures to effectively meet children's individual needs with relation to allergies and administering medication. However, there was an occasion when staff left a child briefly unsupervised in the garden when they returned inside. They noticed very quickly that a child was still in the garden and brought them inside. To prevent it happening again, the provider completed a thorough review of the incident and strengthened arrangements for children's safety. We are satisfied that the provider took prompt and effective action. They continue to be registered by 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)