

## **Complaint about childcare provision**

EY306962/C288767

**Date:** 03/09/2016

### **Summary of complaint**

On 1 July 2016, the provider notified us that two children had unknowingly been locked in the secure garden of the setting for a short period of time. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of a significant event.

We contacted the provider to discuss how they are meeting the requirements of the Early Years Foundation Stage, in particular the requirements relating to safety, risk assessments and staff:child ratios. As a result of the incident the provider has reviewed the safety of the premises and risk assessment to ensure that children are accounted for at all times.

We are satisfied with the action the provider has taken.

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 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)