

Complaint about childcare provision

EY449315/C296547

Date: 21/10/2016

Summary of complaint

On 3 October 2016 we received a complaint that raised concerns primarily about the procedures for dealing with accidents. A number of concerns were also raised in relation to the deployment of staff; arrangements for food and drink; and providing information to parents. We needed to check that the Early Years Foundation Stage safeguarding and welfare requirements were being met; in particular, the requirements that relate to accident or injury; food and drink; child supervision; staff deployment; suitable people; first aid and information for parents and carers. On 17 October 2016 we carried out an unannounced visit to the provider. We found that the provider was meeting the requirements we looked into. The provider had undertaken a robust investigation into the concerns raised directly with them and had provided information about the outcome of that investigation. The provider found that robust procedures were in place, although on some occasions staff had failed to implement these and inconsistencies were found in the recording of information. The provider has taken appropriate action to address this with staff and we are satisfied with the action 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