

## **Complaint about childcare provision**

EY447473/C301928

**Date:** 11/01/2017

### **Summary of complaint**

On the 07/12/2016 a concern was received from a parent attending the nursery. The parent concerns around the number of accidents at the setting and staffs inability to explain how injuries have happened, concerns around supervision as child was seen to be eating paper by a parent but not staff, concerns that child given food they were allergic to and concerns that verbal/written complaints are not being dealt with appropriately. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to staff deployment, the provision of food and drink, procedures for dealing with accident or injury, risk assessment, records held, information for parents and how complaints with. We found that the provider has taken appropriate action regarding accidents and sharing information with parents. The preparation of food and staffs' knowledge regarding allergies and specific dietary needs is secure. Staff are deployed effectively and vigilant to potential risks and take appropriate action to minimise them. The manager works with parents to try to resolve any issues raised and taken action to ensure that staff complete required documentation following all accidents. She has taken appropriate action with regard to staffs' practice regarding the concerns. 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)