

Complaint about childcare provision

EY272707/C302161

Date: 12/01/2017

Summary of complaint

On 9 December 2016, we received a notification from the provider that there had been a breach in child collection procedures at the nursery.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements in relation to 'suitable people'. In particular, to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

We carried out an unannounced visit to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that the provider had failed to ensure that staff followed nursery procedures with regard to collection arrangements of children. Upon investigation, they recognised that they had not ensured that staff followed the correct procedures. They had taken swift action to improve their practices and procedures and to ensure that staff are appropriately trained and inducted in these revised procedures.

The provider remains qualified for registration.

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