

Complaint about childcare provision

EY465422/C304794

Date: 18/02/2017

Summary of complaint

On 19 January 2017, we received a notification from the provider that a child had been able to leave the premises unaccompanied and unnoticed by staff. A parent had returned the child to the setting.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Staff:child ratios', 'Premises' and 'Risk assessment'.

We do not investigate to prove or disprove a concern but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider had taken immediate and suitable action following the incident to secure the premises. New risk assessments have been implemented for security of the premises, and a thorough investigation into the incident has been completed. An action plan was implemented and completed, overseen by the area manager. Parents have been informed of the incident and action taken by the nursery. Staff meetings have been held to re-inforce procedures at collection times and supervision of children.

We are satisfied that the provider took prompt and effective action to meet the welfare requirements and no further action was 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