

## **Complaint about childcare provision**

EY464386/C304779

**Date:** 12/02/2017

### **Summary of complaint**

On 19 January 2017, we received a complaint that raised concerns about the organisation of staff, the supervision of children, and the safety of the outdoor play areas. The following day, the provider notified us of the incident. 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 any significant incidents.

We carried out an unannounced inspection to see whether the provider was meeting the safeguarding and welfare requirements; in particular the requirements relating to staff ratios, staff deployment, and the suitability of the premises and environment. At the inspection, we found that a child had been left unsupervised in the garden for a short period. The manager has since implemented swift and appropriate procedures to improve the supervision of children as they move between the outdoor and indoor play areas. We are satisfied with the action taken by the provider and no further action is required. 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)

