

Complaint about childcare provision

EY276244/C309542

Date: 30/03/2017

Summary of complaint

On 14 March 2017 the provider notified Ofsted that a child had been able to leave the premises unsupervised.

Relevant requirements: Safeguarding practice. Safeguarding Policy. Qualifications. Training, Support and Skills. Key persons. Ratios. Child Supervision. Staff deployment. Managing behaviour. Safety. Premises. Risk assessment. General information and record matters. Information about the child. Information for parents and carers. Information about the provider. Changes that must be notified to Ofsted

We visited the provider on 24 March 2017 and identified that the incident had occurred as a result of the security of the premises, staff deployment and supervision of children in relation to their key person.

It was also identified that the provider had taken immediate and effective action to ensure children are not able to leave the premises unsupervised. Therefore we did not need to take any further action

The provider remains suitable to be 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