

Complaint about childcare provision

EY471106/C313229

Date: 17/05/2017

Summary of complaint

On 26 April 2017 Ofsted received information from a member of the public that a child had left the setting unattended. The child was found unharmed. The information raised concerns about the providers ability to meet the statutory requirements for the early years foundation stage, in particular, the specific safeguarding and welfare requirement relating to safety and suitability of premises, environment and equipment.

We contacted the provider straight away to find out what measures have been put into place to keep children safe. The provider sent a detailed incident report and risk assessment. On 9 May 2017 we carried out a visit to the setting to check that children are not able to leave the setting unattended. An additional high level handle had been added to the set of fire doors at the rear of the premises to ensure the doors cannot be opened by a child. A new visitors policy has been implemented to ensure children are supervised by their parents during registration visits. We are satisfied with the action taken by the provider following the incident. 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