

## **Complaint about childcare provision**

321355/C316945

**Date:** 20/06/2017

### **Summary of complaint**

On 8 June 2017, Ofsted received a complaint that raised concerns about a child being left unsupervised in a car. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the setting was meeting the requirements of the early years foundation stage relating to 'staff: child ratios'. In particular, the requirements that state: providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

We carried out an investigation visit, where we found the childminder admitted that a child had been left unsupervised for an unconfirmed period of time. This occurred as a result of the childminder believing another childminder had assisted the child out of the car. The child was unharmed, however the childminder realised the seriousness of this action and took immediate steps to ensure this did not happen again. She immediately amended her risk assessments to include the procedure when transporting children and visiting other premises. She notified the parent immediately and she ensured the child was comforted and reassured following the incident. We did however, find that the childminder had failed to notify us of this significant event. The notification should have been made to Ofsted within 14 days, as this is a requirement of their registration. The childminder admitted that they failed to notify us of a significant event and this is an offence under The Early Years Foundation Stage (Welfare Requirements) Regulations 2012. We issued the childminder with a formal warning letter. The childminder 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)