

## **Complaint about childcare provision**

EY468990/C312959

**Date:** 29/06/2017

### **Summary of complaint**

On 22 April 2017, we received a complaint that raised concerns about the setting. We needed to check to make sure that the early years foundation stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to suitable people, ratios and supervision, staff deployment, food and drink, risk assessment, training support and skills.

We carried out an unannounced visit to the setting. We spoke to the manager and to some staff, observed practice and viewed documentation. We found that there had been some disruption in the preschool room following changes to staffing. The manager had noted the impact of the changes on the children and had taken action to ensure staff were appropriately supported. We also found that an incident had occurred where children had been left unsupervised in the garden area for a short period. The setting had already carried out an investigation into how this had occurred. Appropriate action was taken following the setting's investigation to address the weaknesses that had led to the lack of supervision. We found that there were appropriate procedures in place for risk assessment, food and drink and recruitment of staff.

The setting had already acted to ensure that requirements were being met. As a result, we took no further action.

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)