

## **Complaint about childcare provision**

EY435456/C321601

**Date:** 11/08/2017

### **Summary of complaint**

On 25 July 2017, we received a complaint that raised concerns about the security of the premises and the information that staff share with parents and carers. At an inspection, we looked into these concerns to see whether the setting was meeting the safeguarding requirements and promoting children's welfare, in particular, the requirements relating to premises, risk assessments and information for parents and carers. We found that the premises are not always secure to prevent children from leaving the nursery or unknown persons from entering. We also found that staff do not always share sufficient information with parents and carers to keep them updated about what their child has been doing at the nursery. Following our inspection, we sent the provider a notice to improve that asked them to ensure that risk assessments identify all possible risks and hazards to children and that staff take all reasonable steps to minimise these risks to promote children's safety; and to improve the partnership with parents and carers to ensure they receive information that keeps them up to date about their child's care, learning and development and encourages their contributions from home.

### **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)