

Complaint about childcare provision

160819/C323322

Date: 12/09/2017

Summary of complaint

On the 14 August 2017, we received a complaint that raised concerns about procedures followed when children have an accident or sustain an injury at the nursery and how staff share this with parents, and the information parents receive about outings. We carried out an announced inspection to look into this concern to see whether the setting was meeting welfare requirements, with particular regard to accident or injury, outings, and information for parents and carers. At the inspection, we found that although a record of accidents is usually kept, there have been occasions when this information has not been recorded as soon as possible and information has not been shared promptly with parents. We found that parents are aware that children may go on outings with staff, and give written consent for outings in the initial contract they sign. We found that parents receive information about the type of activities and experiences provided for children each day. Following the inspection, we sent the provider a notice to improve that asked them to make sure that parents are informed of any accident or injury sustained by a child and any first-aid treatment given, as soon as is reasonably practicable. Complaint

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