

Complaint about childcare provision

EY418276/C325149

Date: 23/09/2017

Summary of complaint

On 5 September 2017, we received a notification from the provider of a significant event specifically that a child had left the premises unsupervised, through the front door. A member of staff saw the child and brought them back into the setting. We made a visit to the setting and looked into this information to see whether the setting was meeting Suitable people; child: adult ratios; Safety and suitability of premises, environment and equipment and Risk assessment. We found that the provider has taken immediate action to make the premises secure. A chain has been placed on the front door and staff monitor entry to and from the premises at all times. A new door has been ordered which will provide a more secure access point, this will be monitored from inside the building by staff. The provider has reviewed and updated risk assessments for the area and has put in place an action plan following the event, which the manager is implementing. Information has been shared with parents regarding the incident.

As the provider has already taken action, we took no further action following our visit.

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