

Complaint about childcare provision

EY418306/C327101

Date: 06/10/2017

Summary of complaint

On 27 September 2017, we received a complaint that raised concerns regarding an incident where a child was able to come into contact with a sharp knife at the setting. Other concerns related to not meeting children's individual requirements relating to food allergies, accident reporting procedures, administration of medication and children sitting at tables for pro-longed periods whilst waiting for meals. We made a visit to the setting and looked into this information to see whether the setting was meeting Suitable people; Food and drink; Medication; Accident or injury; Risk assessment and Complaints. We found that the provider has taken action through their own disciplinary procedures, where concerns have been raised. They have also reviewed how meal times are organised to reduce the period of waiting for meals to be served. Children's preferences and dietary requirements are taken into account when meals are ordered and information is available to all staff. Supervision at meals times has been addressed by the management to ensure that children are directly supervised at tables. Staff have received updated training on the completion of medication forms for children. Accident records are reviewed for each child on a monthly basis by the manager. The setting holds a log of complaints, which is in line with requirements. As the provider has already taken action Ofsted 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