

## **Complaint about childcare provision**

EY501795/C326531

**Date:** 18/10/2017

### **Summary of complaint**

On 21 September 2017, we received a complaint that raised concerns about children having accidents. We carried out an unannounced inspection to see whether the provider was meeting the safeguarding and welfare requirements, in particular accidents, safeguarding practice, general suitable people matters, child supervision and risk assessments. At the inspection we found that the provider had taken appropriate action to deal with accidents, re-trained staff on their procedures and taken immediate action to minimise further risks to children. However, the provider admitted that staff had not maintained written records of all accidents, which is a breach of a legal requirement. Following our inspection, we sent the provider a notice to improve that asked them to: ensure they keep written records of all accidents and the first-aid treatment given to children. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)