

## **Complaint about childcare provision**

EY545394/C329847

**Date:** 18/11/2017

### **Summary of complaint**

On 24 October 2017, Ofsted received a complaint that raised issues about the safety and welfare of children. The concerns related to fire safety. At the inspection, we looked into these concerns to ensure the provider was meeting the safeguarding and welfare requirements for Child Supervision, Safety, Premises and Risk Assessment. We found that, while the provider displays the fire procedures and fire detection equipment is in place, including keeping fire doors closed, the provider was not monitoring the effectiveness of the evacuation procedures to ensure staff and children understood what to do in an emergency. There were no concerns relating to the supervision of children, premises or risk assessment procedures. Following the inspection, we sent the provider a notice to improve that asked them to: take reasonable steps to ensure all staff know how to implement the fire evacuation procedure effectively. The provider remains registered with Ofsted. 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)