

## **Complaint about childcare provision**

500096/C208370

**Date:** 14/01/2015

### **Summary of complaint**

On the 19 March 2014, we received a complaint that raised concerns about Happy Tots Nursery. At an inspection we looked into this concern to see whether the nursery was meeting the safeguarding and welfare requirements of the Statutory framework for the Early Years Foundation Stage. In particular, we reviewed whether the requirements regarding accident or injury, child supervision and complaints were being met. We found that while the provider meets these requirements their arrangements for the induction and supervision of trainees was insufficient to ensure that they had a full understanding of policies and procedures, particularly with regard to safety. Following the inspection we sent the provider a notice to improve that required them to; improve arrangements for the induction and supervision of new trainees to ensure that they know how to implement policies and procedures effectively, particularly with regard to safety. 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 about the complaints process please view the [\*Concerns and complaints about childminders and childcare providers\*](#) leaflet (Reference no. 080120)