

Complaint about childcare provision

EY440893/C219314

Date: 24/01/2015

Summary of complaint

On 14 July 2014, we received a complaint regards the safety and care of the children at the nursery. The complaint related back to the months between January to August 2013. Also on the 21 May 2014 we received a complaint about the nappy changing procedures in the nursery and finally on 27 June 2014 we received a notification from the nursery that raised concerns about the supervision of the children outside. We investigated the concerns, because there had been three incidents since the last inspection, which was on 17 February 2014, to see whether the provider was meeting the Early Years Foundation Stage safeguarding and welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that states all 'providers must take all necessary steps to keep children safe and well'.

We do not investigate to prove or disprove concerns but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the nursery on 17 July 2014 and found that there was no evidence of non-compliance with the Early Years Foundation Stage Welfare Requirements. There had been an incident where children were put at risk when playing outside. However, the provider has put appropriate procedures in place and has conducted suitable risk assessments to prevent the incident happening again. In view of this Ofsted is taking no further action and the provider remains registered.

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)