

## **Complaint about childcare provision**

200597/C245006

**Date:** 14/05/2015

### **Summary of complaint**

On 1 April 2015, we received a notification from the provider that a child had made their way down a stairway to the entrance area of the nursery unaccompanied. On 10 April 2015 we received another notification from the relating to an allegation of force feeding a child. On 17 April 2015 we received a further notification from the provider regarding staff suitability. The provider had on all occasions notified the local authority designated person for safeguarding of the events and took advice on what action to take. Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the setting to see whether the setting was meeting Suitable people; Staff qualifications, training, support and skills; Safety and suitability of premises, environment and equipment; Risk assessment; Child Protection. We found that the setting has taken appropriate action and has investigated the issues with all staff. They have reviewed CCTV footage and put into place support plans to drive improvement and to improve any identified gaps in practice and procedures. They found no evidence to substantiate the allegation of force feeding. There was evidence that a child left the area and made their way to the hallway and the risks have been assessed and additional security put in place to ensure this does not happen in the future, they have also looked at the structure at the end of the day to ensure all children are fully engaged in activities. The child was at no time in danger of leaving the premises unattended. The management is continuing to monitor the plans and review the impact on the childcare, through regular supervisions and meetings.

We are satisfied with the action taken by the provider and no further action

was required.  
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)