

## **Complaint about childcare provision**

EY458890/C256192

**Date:** 29/08/2015

### **Summary of complaint**

On 30 July 2015 we received a notification from the provider that a child had sustained a fractured elbow whilst at the setting. By notifying Ofsted the provider had met the Early Years Foundation Stage requirement for accident and injury.

We carried out an unannounced visit to the setting to see whether the provider was meeting the Early Years Foundation Stage requirements for premises. In particular, these include a requirement that states providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation (including fire safety and hygiene requirements).

We found that the premises were safe and suitable and the provider complies with health and safety legislation. An accident had occurred and a child had slipped on a wet floor and sustained an injury. The provider immediately conducted a thorough investigation of the incident, reviewed risk assessments and changed the procedure for managing spillages, to prevent a similar accident occurring again. Ofsted did not require the provider to take any action as they had already taken appropriate action when we visited.

### **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)