

Complaint about childcare provision

EY334078/C273542

Date: 06/02/2016

Summary of complaint

On 18 January 2016 we received information that raised concerns regarding an incident on 14 December 2015 where a child burnt their leg on a radiator pipe in the nursery room. In addition, concerns were raised about the consistency of staffing arrangements. At an inspection we looked at all of the above concerns through observations, discussions and documentation to see whether the provider was meeting the Early Years Foundation Stage requirements. At the inspection, we found no evidence to suggest that children were exposed to any hazards. However, we did find that risk assessments carried out following the incident were not chased up in a timely manner to ensure that hazards to children were minimised as soon as practically possible. The nursery has recently had a recruitment drive to accommodate for a large intake of new children to the setting. The nursery have now recruited new practitioners to ensure the correct ratios of staff: children are being maintained. Following our inspection we raised a recommendation and asked the provider to strengthen risk assessments so that, hazards are dealt with in a more timely manner.

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)

