

Complaint about childcare provision

EY242234/C263850

Date: 09/03/2016

Summary of complaint

In October 2015 concerns were raised to Ofsted regarding the supervision of children. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to child supervision.

We carried out a phone interview with the provider and found that in June 2015 a child had gone missing from the setting following the handover time to parents/carers. The setting took prompt action and the child was found swiftly. The provider has also taken action to strengthen the procedures for children's arrival and departure times and handover with parents/carers. However, the provider has not met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We issued an initial warning letter to the provider to remind them of their duty to inform Ofsted of any significant events. We will take no further action. 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)