

Complaint about childcare provision

EY290174/C280622

Date: 04/05/2016

Summary of complaint

On 30 March 2016 we received information that raised concerns about the security of the premises and also about the procedure for dealing with complaints. We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to premises and complaints. In particular, these include requirements that state:

Providers must ensure that children do not leave the premises unsupervised, and that providers must investigate written complaints relating to their fulfilment of the Early Years Foundation Stage requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We do not investigate to prove or disprove a complaint but we look into information we receive to see if the registered person is meeting all legal requirements and remains suitable for registration.

We carried out an unannounced visit and found that a child had managed to open the settings entrance door, the provider had already notified us of this incident and reported that the child was always within sight of staff. However, the child's parents and new setting were not notified of this incident, so would not have been able to consider the information when assessing the child's on-going needs.

We were also informed that the provider had not received any complaints that had not been investigated.

Although it was not part of the original concern we also found that the daily routine within the setting did not always meet the needs of the children. As a result children were waiting a long time for routines to be carried out by staff,

such as snack time and toileting routines, as well as waiting for activities to be prepared by staff.

Following our investigation we issued a notice of actions to improve that required the provider to:

- improve the organisation of daily routines, such as nappy changing and snack times and preparation of activities, so that key persons can ensure that every child's learning and care is tailored to meet their individual needs

- maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted or the childminder agency with which they are registered, as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

We are satisfied with the providers response and they remain 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)