

Complaint about childcare provision

EY424426/C280294

Date: 07/05/2016

Summary of complaint

On 24 March 2016, we received a concern that related to a child sustaining an injury as a result of an accident. This relates to accident and injury; in particular how accidents are recorded and how information is communicated to parents following the event; risk assessments; in particular for extracurricular activities and the use of the internal doors.

We do not seek to prove or disprove a concern, but to check if the provider continues to meet the requirements of the early years foundation stage.

Initially we had a telephone conversation with a member of the management team. We followed this up on 8 April 2016, with a visit to the premises where we viewed the CCTV footage of the accident. Following that visit we also scrutinised documentation which formed part of the internal investigation.

We found the provider identified that the accident reporting procedures were not robust. This included the way in which accidents are recorded and the information provided to parents following the event. They also identified that the risk assessments for the space used when there is an extracurricular activity were not robust. As a result, they put in place procedures to prevent staff from using internal doors, as a short cut to some of the rooms.

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)