

Complaint about childcare provision

EY456780/C276572

Date: 17/05/2016

Summary of complaint

On 15 February 2016 the provider notified us of an incident where a 14 month old child had been left unattended in the outside garden area for a short period of time. The provider also reported the incident to the Local Authority Designated Officer in line with their safeguarding procedures. The provider carried out an internal investigation. They found that the child had been playing in a play tunnel in the garden area when the staff had taken the remaining children inside. Staff had not noticed that the child was still inside the tunnel. The child was not distressed or harmed. We carried out an unannounced visit to the setting. We found that ratios were met and observed children to be well supervised. Practice across the setting had been reviewed to prevent a similar incident occurring. The provider had taken action in line with their disciplinary procedures. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted