

Complaint about childcare provision

EY365574/C295657

Date: 20/11/2016

Summary of complaint

On 23 September 2016, we received information which raised concerns about the registration. In particular, concerns about the quality of the food and drink provided to children, concerns about how children's allergies and dietary needs are catered for, about the conduct of staff and management in front of children, about how accidents are dealt with and how parents are informed about accidents to their children.

We needed to look into these concerns to check the provider was meeting the requirements of the Early Years Foundation Stage (EYFS). In particular, the requirements around 'suitable people', 'staff qualifications, training, support and skills', 'first aid', 'food and drink', 'accident or injury', 'risk assessment', and 'general information and records matters'.

We conducted an unannounced visit and discussed the concerns with the leadership of the setting. We observed practice during the visit, and also viewed documentation. We found that the policy in place for managing accidents to children, had not been followed on one previous occasion. The provider had already taken action to address this breach by:

- undertaking a full internal investigation into the matter
- monitoring practice on a regular basis
- holding a meeting with staff to go over the policy and procedure in place, to ensure that all staff are aware of and understand the process to follow.

We were satisfied with the action taken by the provider, and took 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 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