

## **Complaint about childcare provision**

EY488069/C297113

**Date:** 04/11/2016

### **Summary of complaint**

On 10 October 2016 we received a complaint alleging the inappropriate handling of an accident on the premises. We needed to investigate this concern to see whether the setting was meeting the Statutory framework for the early years foundation stage welfare requirements relating to accident or injury, complaints and safeguarding. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the premises. We found that an error had been made in relation to the recording and sharing of information about an accident that had occurred. We also found that the provider had begun the process of establishing how the error had occurred and considering what action could be taken to minimise the likelihood of this happening again.

Following our visit we sent the provider a notice to improve that asked them to revise their policy and procedure for handling accidents and injuries so that all parties can be effectively notified and as well-informed as possible. The provider responded within agreed timescales to advise that their investigation was complete and that that procedures had been reviewed and discussed with staff. We agreed that the measures taken, such as staff's increased awareness and the increased use of CCTV where possible, would minimise the likelihood of the error being repeated. The provider remains suitable for registration.

### **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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)