

## **Complaint about childcare provision**

EY254464/C314255

**Date:** 12/05/2017

### **Summary of complaint**

On 9 May 2017, we received a complaint that raised concerns about the security of the setting when children are being dropped off and collected as a child had left the setting unsupervised at this time. On 10 May 2017, we also received a notification about the incident from the provider. This notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of significant events.

We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the setting was meeting the requirements of the early years foundation stage relating to 'safety and suitability of premises, environment. In particular, the requirements that state: providers must ensure that children do not leave the premises unsupervised.

We contacted the provider and found that she had conducted an internal investigation to ensure that people looking after children are suitable to fulfil the requirements of their role. She has also taking steps to make the setting more secure.

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