

Complaint about childcare provision

402223/C315953

Date: 04/07/2017

Summary of complaint

On 26 May 2017, we received a notification from the provider that a child had managed to leave the premises unsupervised for a few minutes during the parents collection period at the end of a session.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements in relation to 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

We carried out an unannounced visit to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that the provider failed to ensure that children were unable to leave the premises unsupervised. However, we found the provider had taken appropriate action to ensure risk assessments were reviewed immediately and procedures were implemented to ensure the risk of this occurring again was minimised. Staff and parents were immediately notified, and informed of the changes to procedures at drop off and collection times. Because of the measures put into place straight away we did not require the provider to take any 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