

Complaint about childcare provision

EY424238/C329270

Date: 04/11/2017

Summary of complaint

On 18 October 2017, we received a notification from an outside agency that raised concerns about the effectiveness of emergency evacuation procedures and risk assessments.

We looked into this concern during an unannounced visit. We found that emergency evacuation procedures were not effectively in practice. Contact details of parents are not available, as a result, staff are unable to contact parents in an emergency.

Following our visit, we sent the provider a notice to improve that asked them to:

ensure that the emergency evacuation procedure is followed effectively; this is specifically in relation to staff having access to parents contact details, in order that parents can be contacted in an emergency.

The provider responded to the notice to improve, detailing the action they had taken. We were satisfied with the action taken by the provider and no further action was required.

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