

Complaint about childcare provision

EY454761/C332086

Date: 07/12/2017

Summary of complaint

On 16 November 2017, we received a concern that a child had been able to leave the setting. We also received a notification from the provider on the same day, which means that they met their legal responsibility to notify Ofsted of any significant events. We needed to check to make sure that the provider was meeting the early years foundation stage requirements. In particular, the requirements relating to safeguarding practice, child supervision and risk assessment.

We contacted the provider to discuss the concerns. We continued to liaise with the provider until their investigations were complete. We found that a child had managed to leave the setting and was returned by a member of the public. Staff had not immediately notified the senior team of the incident. As soon as they became aware, the senior team took swift action to risk assess the situation, liaise with outside agencies and initiate disciplinary procedures. Parents were notified, a thorough risk assessment was completed, garden procedures were updated and fire doors checked. We therefore took no further action as the provider had addressed the concerns.

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