

Complaint about childcare provision

EY393354/C325623

Date: 30/12/2017

Summary of complaint

On 11 September 2017, we received a complaint that raised numerous concerns about the setting, including the procedures for accidents. We needed to check to make sure that the early years foundation stage safeguarding and welfare requirements were being met.

We carried out an unannounced visit to discuss the issues. We viewed the premises, talked to staff and viewed documentation, including setting's risk assessments.

We found that the requirements were being met in respect of the concerns that had been raised. We did find that an incident had occurred where a child had suffered a minor injury when staff were taking children up the stairs. The setting had notified us of this issue and had taken appropriate action to review their risk assessments following the incident. Child height hand rails have been installed on the stair case and all staff have attended manual handling training.

We therefore took no 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