

Complaint about childcare provision

304959/ C147525

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Summary of complaint

On 6 April, 2011 we received a complaint that raised concerns about an unsafe practice in the nursery, children sustaining accidents in the nursery and the opportunities for the children to enjoy outdoor play. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable premises, environment and equipment'. In particular, these include a requirement that hazards to children - both indoors and outdoors - are to be kept to a minimum. In addition we needed to investigate whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'organisation'. These include a requirement to ensure that there is a balance of adult led and freely chosen or child initiated activities delivered through indoor and outdoor play.

We do not investigate to prove or disprove a complaint but we look into information we received to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit and found that the provider had already taken action to comply with the requirements of registration by changing the practice of labelling the babies' dummies to remove any potential hazards (Early Years Foundation Stage welfare requirements - suitable premises, environment and equipment).

We also found that the nursery had secure arrangements in place for minimising the effects of the children sustaining a fall. The children have good opportunities to enjoy outdoor play as they have almost continuous access to the outdoor area. The provider was found to be meeting the legal requirements relating to these two elements of the complaint.

We are satisfied that the provider took action to ensure that they continue to meet the requirements for registration, and as a result we decided that no

further action by Ofsted was needed.

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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)