

Complaint about childcare provision

254262/ C154133

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Summary of complaint

On 11 August 2011 we received a complaint that raised concerns about a child being given or coming into contact with an item of food to which they are allergic, and about an inappropriate item (party popper) being included in party bags without first alerting parents.

We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to:

- 'Safeguarding and promoting children's welfare', in particular, these include a requirement that providers should obtain, record and act on information from parents about a child's dietary needs; and
- 'Suitable premises, environment and equipment', with particular reference to the requirement that outdoor and indoor spaces, furniture, equipment and toys, must be safe and suitable for their purpose, and risk assessments must be conducted and regularly reviewed, and cover anything with which a child may come into contact.

Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We wrote to the provider to make them aware of the concerns and asked them to provide us with a detailed response. The provider had already looked into the issue of the food allergy and taken action to minimise the risk of a recurrence by arranging for a new snack policy to be written with the support of the local authority's children's services, introducing a section on allergies in their staff induction, ensuring that known food allergies are now highlighted on children's daily sheets, and that daily risk assessments now highlight allergies.

With regard to the party bags, the provider found that a risk assessment had not been carried out for these. The provider took prompt and appropriate action with the member of staff concerned, and has now withdrawn the provision of party bags.

We were satisfied with the provider's response and as a result decided it was not necessary for us to carry out a visit or 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)