

Complaint about childcare provision

EY348337/C271191

Date: 02/02/2016

Summary of complaint

On 16 December 2015, we received information that indicated that a child had not been well supervised when on a group outing. We needed to check to make sure that the Early Years Foundation Stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to Risk Assessment, Outings, and Child supervision.

We liaised with outside agencies and contacted the setting, who provided us with a report of the incident. We carried out an unannounced visit. We found that a child had been out of sight during an outing for a short period of time and been returned to the group by a member of the public. As a result of the incident, the setting have reviewed their risk assessments and the arrangements for supervising children when they are away from the setting. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)