

Complaint about childcare provision

EY477419/C270784

Date: 06/01/2016

Summary of complaint

On 14 December, we received a complaint that raised concerns about the provider. At an inspection we looked into this concern to see whether the setting was meeting the requirements for safeguarding and promoting children's welfare; in particular, the requirement relating to the supervision of children. We found that the staff did not adequately supervise children and that this had an impact on their safety. Following our inspection, we sent the provider a notice to improve that asked them to ensure that staffing arrangements meet the needs of all children to ensure their safety through vigilant supervision.

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)