

Complaint about childcare provision

EY366663/C270640

Date: 31/03/2016

Summary of complaint

On 14 December 2015, we received information that raised concerns about the supervision of children. As well, children's access to fresh drinking water, and the provision to support children who speak English as an additional language. We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to: food and drink, learning and development, and staff-to-child ratios.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the registered provider is meeting all legal requirements. We sought information from the provider relating to the areas of concern in the first instance. The provider responded to our request. Following receipt of the information we conducted a telephone interview with the manager to confirm the details forwarded. As a result, of the concerns raised, the provider took appropriate action to ensure children are fully accounted for at all times. There are systems in place to support children who speak English as an additional language. Children have access to fresh drinking water at all times, including during the three set mealtimes, and morning and afternoon snack. We are satisfied that the provider has taken appropriate 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)