

Complaint about childcare provision

159401/C274096

Date: 12/04/2016

Summary of complaint

On 25 January 2016 concerns were raised to Ofsted regarding the suitability of the premises. Previous concerns were also raised to Ofsted regarding the suitability of the premises and equipment, and staff ratios and supervision of children. We liaised with other agencies and carried out an unannounced visit to the nursery to see whether the provider is meeting the Early Years Foundation Stage safeguarding and welfare requirements relating to safety and suitability of premises, environment and equipment, and staff to child ratios. We do not investigate to prove or disprove information but we use the information to check if the provider is meeting all legal requirements.

During the unannounced visit on 27 January 2016 we discussed the concerns raised with the manager and observed the premises and looked at relevant documentation. We found that the provider has completed some minor repairs to the premises and has appropriate systems in place to ensure the safety and suitability of premises, environment and equipment are appropriately maintained. We found that ratios were met on the day of the visit and children are well supervised. We observed documentation and found no evidence to suggest that ratios have not been met at any other time. Ofsted will take no further action at this time. 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)