Complaint about childcare provision

Date: 25/05/2016

Summary of complaint

On 25 April 2016, we received a complaint that raised concerns that the setting do not always meet the required staff to child ratios in the mornings and that some food items are not stored hygienically. On 27 April 2016 we carried out an unannounced visit to check compliance with the safeguarding and welfare requirements. In particular, the requirements relating to staff: child ratios and health.

It was observed that there are appropriate arrangements in place for the safe storage of food items and people responsible for food handling have received relevant training. The staffing ratios were met throughout the nursery and children were being appropriately supervised and supported by staff. The provider confirmed that there had been one occasion when the ratios had not been met for a very short period of time in the baby room morning session. The provider took action to meet the requirements by reorganising the staffing arrangements for that day to ensure that the ratios were then maintained. We are satisfied with the action taken by the provider and therefore no action was identified for Ofsted to take in relation to this matter.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at