

Complaint about childcare provision

EY267618/C284649

Date: 21/06/2016

Summary of complaint

On 19 May 2016 we received information that raised concerns about the staffing of the nursery. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Suitable people and Changes that must be notified to Ofsted: in particular in particular the requirements that providers must notify Ofsted of any change to the person who is managing the early years provision within 14 days and that providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable. We found that the provider had completed checks on all persons who have regular contact with children. However, we also found that the provider had failed to notify Ofsted of changes to the manager on two occasions, in a timely manner. This is a breach of the requirements and a warning letter was issued to the provider. 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 www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted

