

Complaint about childcare provision

EY285918/C305235

Date: 12/02/2017

Summary of complaint

On 24 January 2017 we received information that raised concerns about the provider's ability to administer medication appropriately, maintain accurate records of children attending the nursery and to comply with staff ratio requirements. Additionally, concerns were raised regarding the provider's ability to provide a key person for each child, implement an equal opportunities policy and to record and act on information from parents and carers about a child's dietary needs. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Medicine, Information about Children, Ratios, Key Person, Equal Opportunities and Food and Drink. We found that the provider had failed to comply with ratio requirements. In addition, we found that the key-person system was ineffective and did not meet the needs of children attending the nursery. Following our inspection, we set the provider actions that asked them to: ensure that the staff ratio requirements are maintained at all times throughout the day. In addition we asked the provider to improve the key-person system to ensure that every child's care, in particular those with special educational needs, is tailored to meet their individual needs. 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