

Complaint about childcare provision

EY501278/C319709

Date: 05/08/2017

Summary of complaint

On 6 July 2017 we received information that raised concerns about the number of qualified staff caring for children. At the inspection we looked into this concern to see whether the setting was meeting the regulatory requirements relating to the number of staff who hold full and relevant level 2 qualifications. At the inspection we found that there were an insufficient number of staff working at the setting who held full and relevant qualifications at level 2 and staff were not effectively deployed to meet the needs of all children. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that enough suitably qualified staff are available to work directly with children and to deploy staff effectively to ensure that the needs of all children are met. The provider remains registered with Ofsted. Complaint

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