

Complaint about childcare provision

EY480412/C321160

Date: 09/08/2017

Summary of complaint

On 20 July 2017, we received a complaint which raised concerns about ratios, supervision of children and staff deployment.

On 3 August 2017, we conducted unannounced visit to the setting.

We looked into these concerns to see whether the provider was meeting the safeguarding and welfare requirements of the early years foundation stage. In particular, these include the requirements relating to: staff: child ratios and child supervision; suitability of staff; accident and incidents and parent partnership.

At the visit we also looked into a previous complaint regarding ratios, supervision of children, accidents and parent partnership.

We spoke to the manager and staff, observed practice and checked documentation.

We found they were meeting the requirements regarding staff: child ratios, accidents and parent partnership.

The manager had also taken action to improve systems to ensure that children are supervised at all time, including toileting.

As a result we did not take any action.

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