

Complaint about childcare provision

EY283555/ C99917

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Summary of complaint

On 14 October 2008, we received information that raised concerns about the registration, which may impact on the care provided to children. We carried out an unannounced/announced visit and found qualified staff ratios were not being met at all times - The Early Years Foundation Stage General Welfare Requirements – Suitable people.

Following our investigation, we sent the provider a notice to improve that asked them to ensure that half of all staff hold a relevant level 2 qualification. The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)