

Complaint about childcare provision

EY315680/ C138421

Date Published: 24/03/2011

Summary of complaint

On 4 November 2010, we received information that raised concerns about the registration, which may impact on the care provided to children.

We received this information from a complaint. Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the setting and found that the provider was not meeting their requirements, in that the adult:child ratio was not met during lunch breaks; that the risk assessment record was not dated or signed for.

Following our investigation, we sent the provider a notice to improve that asked them to:

ensure you meet the requirements for adult:child ratios set out in Appendix 2 of the Statutory Framework for the Early Years Foundation Stage, specifically during lunch time-(The Early Years Foundation Stage General Welfare Requirements- Suitable people)

ensure there is a record of the risk assessment clearly stating when it was carried out, by whom and date of review (The Early Years Foundation Stage General Welfare Requirements- Documentation)

The provider has demonstrated that they are complying with the requirements.

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