

Complaint about childcare provision

EY340391/ C144987

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Summary of complaint

On 23 February 2011, we received a complaint from a parent that raised concerns about the management arrangements at the setting and the provision for deputising in the absence of the manager who was said to only work four days a week. We needed to investigate this concern to see whether the setting was meeting the Early years Foundation Stage welfare requirements relating to "suitable people". In particular, this includes the requirement that states a named deputy is available to take charge in the absence of the manager.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that the manager wasn't present that day and that a named deputy was not in post, although a member of staff was taking on some of the responsibilities in her absence.

- ensure staffing arrangements are organised to meet the needs of children. In registered group settings there must be a named deputy who is able to take charge in the absence of the manager (The Early Years Foundation Stage General Welfare Requirements – Suitable people).

We are satisfied with the action taken by the provider and no further action was required.

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)