

Complaint about childcare provision

EY396189/ C143114

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Summary of complaint

On 03 February 2011, we received a complaint that raised concerns about meeting individual children's needs, health and hygiene, use of equipment with regards to sleeping and ensuring children are safe. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Safeguarding' regarding keeping children safe and dealing with complaints having maintained a regular two-way flow of information with parents, 'Suitable people' regarding the organisation of staffing arrangements and 'Suitable premises, environment and equipment' regarding the provision for children who wish to relax, play quietly or sleep.

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 daily written feedback forms are used in conjunction with verbal discussion and learning journals to monitor children's progress which are shared with parents.

Complaints log was maintained with relevant documentation. Partition will be used to enable the setting to section off the sleep area. Appropriate staffing arrangement is in place regarding supervision of the children, however there was not a named deputy manager in place at present they have recently advertised the position.

Following our investigation, we issued a notice to improve that asks the provider to ensure that there is 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). The action was successfully completed. 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)