

Complaint about childcare provision

EY284463/ C147049

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Summary of complaint

On 30 March 2011, we received a complaint that raised concerns about inappropriate deployment of staff and possibly failing to meet the ratios. 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 addition to the concerns directly raised, the information appeared to indicate that Ofsted had not been notified of a change in manager. We needed to investigate this concern to see whether the setting was meeting the requirements of the Childcare Act 2006. Where a provider fails to notify Ofsted of a change in manager, without a reasonable excuse, within 14 days, they commit an offence.

We conducted an unannounced visit to the setting. We discussed the concerns and checked the settings documentation. We were satisfied that staff were appropriately deployed and that ratios had been met. However, we had not been notified about a change of manager.

We spoke to the provider by telephone, who confirmed that we had not been notified about a change of manager.

Subsequently, we received documentation notifying us of the change of manager and allowing us to start the process of checking the manager's suitability.

We wrote to the provider regarding the offence informing her that should there be any recurrence, we may consider prosecution on a future occasion.

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)