

## **Complaint about childcare provision**

EY286582/ C148403

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### **Summary of complaint**

On 21 April 2011, we received information that raised concerns about children being sent to a different age group room as punishment; staff ratios and qualifications not being met and parents not receiving responses following making a complaint. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare', 'suitable people' and 'organisation'. In particular, these include requirements that state providers must have a written procedure for dealing with concerns and complaints from parents and keep a written record of complaints; they must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint; children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs; adults looking after children, or having unsupervised access to them, are suitable to do so and have the appropriate qualifications, training, skills and knowledge; the requirements for adult:child ratios must be met; and there must be effective systems in place to ensure the safety of the children and that their individual needs are met.

We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all the legal requirements. We carried out an unannounced visit to the premises and found that on the day of the visit a written complaints procedure was in place together with a suitable process of informing the complainant of the outcome of any complaint. All complaints were suitably logged. Children's behaviour was being managed in an appropriate manner and the adult:child ratios were met. However, the setting was not ensuring the suitability of people working with the children every day, specifically in the pre-school room. Documentation showed on some occasions no qualified staff were present in

this room and because of this, children's safety and individual needs were not being fully met.

Although it was not part of the original complaint received, we found there were gaps in the documentation that records children's attendance and parents were not made aware of each child's key worker.

We issued a notice to improve that requires the provider to:

- ensure that adults looking after children, or having unsupervised access to them, are suitable to do so (The Early Years Foundation Stage General Welfare requirements - Suitable people) (also applies to both parts of the Childcare Register)
- ensure adults looking after children have appropriate qualifications, training, skills and knowledge (The Early Years Foundation Stage General Welfare requirements - Suitable people) (also applies to both parts of the Childcare Register)
- keep a daily record of the names of the children looked after on the premises, their hours of attendance and the name of each child's key person (The Early Years Foundation Stage General Welfare requirements - Documentation)

The provider successfully completed the actions 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)