

## **Complaint about childcare provision**

EY392722/ C150431

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### **Summary of complaint**

On 7 June 2011, we received a complaint that raised concerns that the required adult: child ratios were not being maintained at all times. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people', with particular regard to 'Annex 2'.

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 the inspector had a discussion with the nursery manager and observed practices in the activity room and discussed the procedures in place with staff. The inspector viewed the 'emergency open and close' policy, the record of complaint and a sample children's and staff attendance records. It was found that as a result of the concern being raised relating to required ratios not being maintained, prior to Ofsted's visit, the provider had taken action to ensure this was complied with by reviewing the staff rota and ensuring adequate staffing was in place at all times of the day.

Although it was not part of the original complaint, we also identified that unvetted staff were being left unsupervised with the children. This relates to the Early Years Foundation Stage welfare requirements relating to 'suitable people'.

Following our investigation, we issued a notice to improve that asks the provider to:

- ensure adults whose suitability has not been checked are not left unsupervised with the children (The Early Years Foundation Stage General Welfare Requirements – Suitable people)

We monitored the provider and are satisfied the provider has taken sufficient action to meet 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)