

Complaint about childcare provision

EY336793/ C150855

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Summary of complaint

On 14 June 2011, we received a complaint that raised concerns that the provider was caring for more children than they are registered to care for. We needed to investigate this concern to see whether the setting is working within their conditions of registration.

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. The provider admitted that there had been several occasions when the setting had cared for more children than they are registered to care for. This is a breach in their conditions of registration. On this occasion Ofsted issued the provider with a warning letter.

Although it was not part of the original complaint, we also identified that the previous weeks records of children's attendance were not accessible and available for inspection.

Following the investigation we sent a notice of action to improve that asks the provider to:

provide written evidence of how you will ensure that records are easily accessible and available for inspection by Ofsted. This refers to the records of children's attendance (The Early Years Foundation Stage General Welfare Requirements – Documentation).

We received a satisfactory response to the action that was set.

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)