

Complaint about childcare provision

223225/ C148874

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Summary of complaint

On 06 May 2011, we received a complaint that raised concerns about the provider. These concerns related to ratios not being met, the supervision of children, that risk assessments were not carried out, about inappropriate language being used by staff, about the administration of medication to a child and that information regarding a child special dietary requirements, preferences or food allergies were not made available.

We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'; 'suitable people' and 'suitable premises, environment and equipment'.

In particular, these include requirements which state that the provider must take necessary steps to safeguard and promote the welfare of children; that providers must promote the good health of the children, take necessary steps to prevent the spread of infection and take appropriate action when they are ill; that providers must ensure that adults looking after children, or having unsupervised access to them, are suitable to do so, that staffing arrangements must be organised to ensure the safety and to meet the needs of the children and that the outdoor and indoor spaces, furniture, equipment and toys, must be safe and suitable for their purpose

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 initially asked the provider to respond to these concerns, we considered the information they provided and as a result of this information we carried out an unannounced visit to the premises. We found that the provider was meeting the required adult to child ratios at the time of

the visit; that children were being appropriately supervised; that staff were acting appropriately in front of children and that risk assessments were being carried out. We discussed that appropriate information is maintained regarding a child when they attend and appropriate action had been taken when a child became ill. However, the provider had recognised that the recording methods for staff and children required improving to show clearly who was present each day and had taken action to rectify this prior to our visit.

The setting was found to be meeting the legal requirements relating to the complaint and no further action was taken. 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)