

Complaint about childcare provision

EY287647/ C150599

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Summary of complaint

On 09 June 2011, we received a complaint that raised concerns about the individual needs of a child not being met, and that no response had been received following a written complaint. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare'. In particular these include a requirement that states that registered providers 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. In addition, we needed to investigate whether the setting was meeting the Early Years Foundation Stage requirement relating to 'Organisation' these include a requirement to have effective systems to ensure that the individual needs of all children are met.

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 found that not all written complaints had been effectively dealt with. Staff members are deployed effectively to ensure that the individual needs of all children are met, which is fully supported by effective systems to ensure that information as to each child's individual needs are known and fully considered and planned for to enhance the well-being and developmental progress of all children. In addition, these systems are fully supported by adequate staffing ratios and a partnership approach with parents.

Following our investigation, we sent the provider a notice to improve that asked them to:

notify the complainant of the outcome of the investigation within 28 days of

having received a complaint (The Early Years Foundation Stage General Welfare requirements - Safeguarding and promoting children's welfare)

We have received a response from the provider confirming that they have completed the action. We are satisfied that the provider has taken the appropriate steps.

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)