

Complaint about childcare provision

107023/ C150415

Date Published: 11/10/2011

Summary of complaint

On 6 June 2011 we received a complaint that raised concerns about the deployment of staff with regard to staffing ratios. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Suitable people'. In particular, this relates to the requirement that states providers must meet the requirements for adult: child ratios set out in Appendix 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 found that on the day of the visit staff were deployed to ensure that required adult staff ratios were in place. The provider meets the statutory requirement. No further action was taken.

Although it was not part of the original complaint, we also identified that the provider's register of children attending did not accurately record the hours of attendance for all children at all times.

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

- ensure that they maintain an accurate daily record of attendance for all children (The Early Years Foundation Stage General Welfare requirements - Documentation)

The provider has now demonstrated that the setting has met these actions.

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)