

Complaint about childcare provision

EY378710/ C105558

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Summary of complaint

We received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the setting and found that records of staff attendance did not demonstrate that the adult : child ratios were being met, and that a record of complaints had not been kept.

We sent the provider a notice to improve that asked them to ensure that accurate records are maintained of staff attendance – the Early Years Foundation Stage General Welfare Requirements – Suitable people, and to keep a written record of all complaints made, and the action that was taken as a result of the complaint - the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare

We are happy with the action taken by the provider. 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)

