

## **Complaint about childcare provision**

EY389725/ C108758

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### **Summary of complaint**

On the 20 May 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit on the 27 May 2009 and a further announced visit on the 12 June 2009 to the premises and found the provider had not met the requirement for keeping a log of complaints, had left children in the sole care of an un-vetted person, not informed Ofsted of changes to staff members, have no nominated deputy at present, and have not met adult to child ratios.

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

- maintain a written record of complaints and their outcome – the Early Years Foundation Stage General Welfare Requirements.
- ensure that adults looking after children, or having unsupervised access to them, are suitable to do so – the Early Years Foundation Stage General Welfare Requirements.
- demonstrate how you will inform Ofsted of any changes to assistants or to people working on the domestic premises where childcare is provided, within 14 days – the Early Years Foundation Stage General Welfare Requirements.
- ensure there is a named deputy who is able to take charge in the absence of the manager– the Early Years Foundation Stage General Welfare Requirements.
- ensure the requirements for adult:child ratios are met – the Early Years Foundation Stage General Welfare Requirements.

The provider has satisfactorily completed all the actions and they remain 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)