

Complaint about childcare provision

EY294363/ C116724

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Summary of complaint

Ofsted received information that raised concerns about the registration which could impact on the care provided to children. The concerns were in respect of Welfare Requirement - Suitable people with particular reference to staffing, qualification, record keeping and the care and safety of minded children. An Ofsted inspector visited the provision to discuss the concerns. Following our investigation we issued a notice to improve that asked the provider to:

organise staffing arrangements to ensure safety and to meet the needs of the children

demonstrate that the requirements for adult : child ratios are met when collecting children from school.

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)