

Complaint about childcare provision

EY394924/ C126108

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Summary of complaint

On 16 April 2010 we received information that raised concerns about the registration, which may impact on the care provided to children.

We received this information from a complaint. We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to check information received from a complaint that the provider is meeting all legal requirements. We found the provider was meeting requirements in respect of the matter brought to our attention in the complaint, however we did find the provider failed to meet a requirement in an other area.

Although it was not part of the original complaint we found that the provider was not meeting the Early Years Foundation Stage welfare requirements as the records to demonstrate suitability of staff are disorganised and not easily accessible and available to Ofsted.

Following our investigation, we issued a notice of action to improve that asks the provider to: ensure that you can demonstrate through records that each member of staff is suitable to work with children including details of CRB disclosures and that these records are easily accessible and available for inspection by Ofsted (The Early Years Foundation Stage General Welfare Requirements – Suitable people)

We will monitor the provider to ensure the action is successfully completed. 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)