

Complaint about childcare provision

127495/C201960

Date: 22/11/2014

Summary of complaint

On 3 February 2014, we received a complaint that raised concerns regarding training, support and skills with staff working at the setting. At an inspection, we looked into this concern to see whether the setting was meeting requirements relating to training, support and skills to make sure that the provider safeguards children's welfare. We found that the committee with the acting manager had undertaken supervision and meetings with the staff however appraisals had not been completed on a regular basis by the previous manager. On this occasion Ofsted does not intend to take any further action in relation to this matter. The provider confirms that they are now fully aware of this requirement. When the new manager is appointed the committee intend to prioritise appraisal systems to help staff enhance their professional development.

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)