

## **Complaint about childcare provision**

101520/C234320

**Date:** 25/02/2015

### **Summary of complaint**

On 26 November 2014 we received an anonymous concern about changes to the committee, ratios, the choice of activities and staff are preparing the room as children are arriving.

These concerns relate to the requirements of the Statutory framework for the early years foundation stage (EYFS) in relation to Suitable people, Changes that must be notified to Ofsted, Staff: child ratios and Information for parents. In particular, providers must ensure that people looking after children are suitable to fulfil their roles, where the childcare is provided by a committee, any change to the 'nominated individual, staffing arrangements must meet the needs of all the children and parents should be made aware of the range and type of activities and experiences provided for the children.

We conducted an announced visit and found there had been changes made to the committee and Ofsted was not informed. This is an offence however on this occasion it has been decided to issue a warning letter and not to take any further action because we believe they will not do this in the future.

We found the requirements were being met in relation to staff: child ratios and information for parents. New committee members are now in the process of completing checks

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)