

Complaint about childcare provision

EY389531/C275982

Date: 06/04/2016

Summary of complaint

On 10 February 2016, we received information that raised concerns about children's access to small hazardous objects, supervision of children and complaints. We looked into these concerns to see whether the provider was meeting the Early Years Foundation Stage (EYFS) requirements for Staff: child ratios, Risk assessment and Complaints. These include requirements that state that: 'Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met' and 'Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome'.

We made an unannounced visit to the premises and found that for older children, there are some items of various shapes and sizes that are used within their activities, for example, metal paperclips with magnets. However, the effective supervision of children is not always maintained when staff have other matters to respond to, such as liaising with parents outside of the group room. Additionally, concerns raised by parents and the outcome of the investigation are not always recorded. Following our visit, we issued a notice to improve that asked the provider to:

ensure the deployment of staff meets the needs of all children and ensures their safety (Staff: child ratios)

keep a written record of any concerns or complaints and their outcome (Complaints)

The provider has confirmed in writing that the actions are met. 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)