

Complaint about childcare provision

EY453994/C277428

Date: 09/04/2016

Summary of complaint

On 25 February 2016, we received information that raised concerns about a high turnover of staff and the impact this has on the care of children. Concerns were also raised about partnership working with parents and that the nursery closed because there was no heating or hot water.

We do not investigate to prove or disprove a concern but we look into the information we receive to see if the registered provider is meeting the legal requirements.

On 4 April 2016, we carried out an unannounced visit to the nursery. During the visit, we found that although some staff have recently left the nursery, this has not affected the care of children. Consistent staffing arrangements ensure that children are cared for by familiar adults who know them well. Staff are attentive to children's needs and they work well with parents to support their children's learning. For example, staff share ideas with parents on behaviour management strategies to create consistency between home and the nursery, so that children learn about boundaries. Staff hold regular meetings with parents to discuss their children's development and parents' suggestions are positively encouraged and acted upon.

The provider confirmed that the nursery had been closed for one day in February owing to a fault in their heating system. The provider took prompt action to ensure the safety of children and closed the nursery until the heating system was repaired. However, the provider did not notify Ofsted of this significant event. As a result, we have sent the provider a warning letter. 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)