Complaint about childcare provision

Date: 26/04/2016

Summary of complaint

On 17 August 2015, we received a complaint that raised concerns about the suitability of a person associated with the setting. On 28 August 2015, we visited the setting to see whether the providers were meeting the safeguarding and welfare requirements. In particular, we considered the requirement relating to staff taking medication or other substances which may affect their ability to care for children.

On the day of the visit, we found no evidence that staff were under the influence of substances that may affect their ability to care for children. We have arranged for further checks to be carried out.

Although it did not form part of the original concerns, we found that the providers did not have a record of information about staff qualifications and the identity checks and vetting processes that have been carried out. Following our visit, we sent the providers a notice to improve that asked them to maintain records of staff qualifications and the identity checks and vetting processes that have been carried out, which include criminal records disclosure reference numbers, the dates they were carried out and details of who obtained them. We are satisfied with the action taken by the providers.

On 5 November 2015, we carried out a further visit in relation to the suitability checks. We found that the providers had failed to notify Ofsted of a significant event likely to affect the suitability of the providers or any person who cares for children or is in regular contact with them on the premises. We sent the providers a warning letter.

We looked into the matter relating to staff being under the influence of substances that may affect their ability to care for children. As a result of the checks we carried out, the provider made alternative staffing arrangements.
We are satisfied with the action taken by the provider.

The provider continues to be 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)