

Complaint about childcare provision

EY458177/C303552

Date: 04/02/2017

Summary of complaint

On 10 January 2017, we received concerns about the provider's ability to work in partnership with parents and meet children's needs. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Key persons, Ratios, Risk Assessment, and Information for parents and carers. We found that the provider was not meeting the requirements for ensuring a two-way flow of information with parents and/or carers. The manager, staff and some parents acknowledged the very weak exchange of information about children's learning to ensure that there is a consistent continuous support offered to children. The provider had acknowledged that there were issues with the communication with parents and was in the process of taking action to resolve some of these issues. Following our inspection, we issued a notice to improve that asks the provider to:

develop an ongoing two-way flow of information with parents about children's skills and interests to ensure that all children benefit from continuous support to their learning.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted