

Complaint about childcare provision

EY271409/C308099

Date: 15/03/2017

Summary of complaint

On 15 and 27 February 2017 we received complaints that raised concerns about how the provider meets children's individual needs. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs;

For children under two at least one member of staff must hold a level 3 qualification and must be suitably experienced in working with children under two;

Providers must record and act on information from parents about a child's dietary needs.

We carried out an unannounced visit and found that errors had been made in following specific instructions regarding the care of babies and monitoring their well-being. We also found that staff did not share information clearly with parents.

The provider has implemented a range of new policies and procedures to address the breakdown in communication and to improve the care of young babies. Ofsted are satisfied with the actions taken and 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