

Complaint about childcare provision

254054/ C80739

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Summary of complaint

We received information on 23 May 2007 that raised concerns about the registration, which may impact on the care provided to the children.

We carried out an unannounced visit on 30 May 2007 and three breaches of the National Standards were identified as a result.

Following our investigation, we issued a notice to improve that asks the provider to:

- ensure the garden is made secure. This refers to the fencing and the gate to the rear of the nursery building – National Standard 4 – Physical equipment
- improve the systems for assessing risks to ensure that any changes are highlighted and addressed in order to maintain children's safety – National Standard 6 – Safety
- ensure that a record of complaints is maintained – National Standard 12 – Working in partnership with parents and carers

The provider successfully met the actions set.

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)