

Complaint about childcare provision

EY307289/ C82880

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Summary of complaint

In July 2007, we received information that raised concerns about the registration, which may impact on the care provided to children.

On 23 July, we carried out an unannounced visit to the premises and one breach of the National Standards was identified as a result.

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

- staff/child ratios are maintained at all times – National Standard 2 - Organisation

The provider successfully met the requirements 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)