

Complaint about childcare provision

258404/ C83970

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Summary of complaint

We received information on 10 August 2007 that raised concerns about the registration, which may impact on the care provided to the children.

We carried out an unannounced visit on 23 August 2007 and two breaches of the National Standards were identified as a result.

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

- keep a written record, signed by the parent, of any accidents – National Standard 7 – Health
- ensure that all records relating to day care activities are readily accessible and available for inspection at all times – National Standard 14 – Documentation

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)