

Complaint about childcare provision

EY335723/ C86976

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Summary of complaint

On 30 October 2007, we received information that raised concerns about the registration, which may impact on the care provided to children.

On 8 November 2007, we carried out an unannounced visit to the premises 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 ensure:

- required adult/child ratios are met at all times – National Standard 2 – Organisation
- the provision of evidence that the removal of internal doors does not pose a risk to children in the event of a fire and the compliance with any recommendations that the Fire Safety Officer – National Standard 6 – Safety

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)