

Complaint about childcare provision

223225/ C91314

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Summary of complaint

We received information on 03 March 2008 that raised concerns about the registration, which may impact on the care provided to the children.

We carried out a visit to the premises on 15 May 2008 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:

- you work in partnership with parents to meet the needs of the children, with particular regard to ensuring that parents have access to all written records about their children and any such records are maintained appropriately and accurately – 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)