

Complaint about childcare provision

EY272198/ C93324

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Summary of complaint

On 24 April 2008, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises on 13 May 2008 and found that there had been a breach of the national standards.

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

- adults providing day care, looking after children or having unsupervised access to them are suitable to do so, by ensuring systems are in place to ensure that such persons are suitable to look after children or be in contact with them - National Standard 1 – Suitable person
- required adult:child ratios are met, by keeping an accurate system for registering staff attendance on a daily basis, showing hours of attendance - National Standard 2 – Organisation
- the promotion of good health of children, by maintaining an accurate record, signed by the parent, of any accidents, to be available for inspection by the early years child care inspector - National Standard 7 - Health.

We are satisfied that the provider has 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)