

## **Complaint about childcare provision**

130641/ C93613

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### **Summary of complaint**

We received information on 01 May 2008 that raised concerns about the registration, which may impact on the care provided to the children.

We carried out an unannounced visit to the premises on 06 May 2008 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 ensure:

- there are efficient and robust procedures in place for checking that staff are suitable to work with children – National Standard 1 – Suitable person
- good hygiene practices are followed with regards to the management of children's dummies – National Standard 7 – Health

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)