

## **Complaint about childcare provision**

EY288475/ C95449

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### **Summary of complaint**

On 18 June 2008, we received information that raised concerns about the registration, which may impact on the care provided to children.

On 2 July 2008, we carried out an unannounced visit to the premises and three 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:

- an improvement in knowledge and understanding of regulation requirements and a procedure implemented to notify the regulator of relevant matters at the earliest opportunity – National Standard 14 - Documentation
- a procedure to ensure that appropriate agencies are immediately informed of any safeguarding children issues – National Standard 13 – Child protection

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)