

## **Complaint about childcare provision**

314749/ C96713

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### **Summary of complaint**

On 16 July 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 19 September 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 an effective safeguarding children policy and procedure is implemented. This must include the procedure to be followed in the event of an allegation being made against a member of staff. Ensure that all members of staff understand the safeguarding policy and procedure - W1 - the Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare

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)