

Complaint about childcare provision

258404/ C135466

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Summary of complaint

On 16 September 2010, we received information that raised concerns about the registration. We received this information from a complaint. We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and identified that the attendance of all staff was not accurately recorded and that there were some hygiene issues concerning the cleanliness of the children's cots and the suitability of some equipment in the toilet and changing areas.

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

ensure indoor spaces, furniture and equipment is suitable, with particular reference to the cleanliness of children's cots, condition of changing mats and organisation of toilet and nappy changing areas (Suitable premises)
ensure an accurate record of the names of the children looked after on the premises, their hours of attendance and the names of the children's key workers is maintained (Documentation)

We received a response from the provider and are satisfied that appropriate action was taken. We will monitor this at the next inspection. 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)