

Complaint about childcare provision

130628/ C101898

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Summary of complaint

We received information on 04 December 2008 that raised concerns about the registration which may impact on the care provided to children.

We conducted an unannounced visit on 10 December 2008 to the setting and found that there was not a named deputy manager at the provision.

We sent the provider a notice to improve that asked them to ensure there is a named deputy who is able to take charge in the absence of the manager or acting manager-Early Years Foundation Stage General Requirements-Suitable People. All actions were met successfully. 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)