

## **Complaint about childcare provision**

EY287572/ C103035

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### **Summary of complaint**

On 14 January 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We made the provider aware of our concerns and asked them to provide us with a response. The provider looked into the matter further and informed us of their findings. We found the provider was not communicating with parents effectively. This concern relates to:

The Early Years Foundation Stage General Welfare Requirements –  
Safeguarding and promoting children’s welfare.

Following the information provided, we sent the provider a notice to improve that asked them to:

Engage with and provide information for parents about the type of activities provided for children and the daily routines of the provision, including information about any extraordinary activity which potentially increases risks to children.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

### **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)