

## **Complaint about childcare provision**

259691/ C103254

**Date Published:** 07/05/2009

### **Summary of complaint**

On 20 January 2009 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 and found the provider had not informed Ofsted of a significant event regarding the management of the setting.

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

notify Ofsted of significant events, with particular regard to any change to the person who is managing the early years provision

The provider has provided a satisfactory response to this action. 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)