

Complaint about childcare provision

EY338619/ C108078

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Summary of complaint

On 5 May 2009 Ofsted received information that raised concerns about the registration which could impact on the care provided to children. The concerns were in respect of Welfare Requirement – Safeguarding and promoting children’s welfare with particular reference to a young minded child being able to leave the provision unsupervised without the staff being aware. An Ofsted inspector visited the provision on 8 May 2009 to discuss the concerns. It was established during the investigation that a child had been able to leave the premises unsupervised. It was also noted that the registered provider had investigated the incident and taken necessary action to ensure that children could not leave the provision unsupervised. Ofsted will monitor the situation. 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)