

## **Complaint about childcare provision**

139102/ C109882

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### **Summary of complaint**

On 10 June 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

As a result, we carried out an announced visit and found evidence that the first aid box is not checked appropriately and re stocked with the required contents to meet the needs of the children.

Following our investigation, we sent the provider a notice to improve that asked them to:

- Ensure that the first aid box is checked frequently to confirm that it contains the appropriate contents to meet the needs of the children - The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare

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)