

Complaint about childcare provision

EY288475/ C110102

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Summary of complaint

On 17 June 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 that not all staff followed the required behaviour management practices in order to safeguard children and that not all the required records were available for inspection.

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

- ensure that all staff understand and implement the safeguarding procedures (Safeguarding and welfare)
- ensure that all records relating to childcare activities are readily accessible and available for inspection at all times (Documentation)

We are satisfied with the provider's response and will be taking no further 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)