

Complaint about childcare provision

258404/ C110386

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Summary of complaint

On 23 June 2009, we received information that raised concerns about the registration which may impact on the care provided.

We carried out an unannounced visit to the premises and found that the premises are not fully secure and this has not been addressed in the record of risk assessment, and that Ofsted were not informed of a significant event.

We sent the provider a notice of action to improve that asked them to:

ensure the premises are safe and secure so that children do not leave unsupervised and intruders are prevented from entering the premises

notify Ofsted of the particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for children on the premises as soon as is reasonably practical, but in any event within 14 days of the event occurring

update the record of the risk assessment to include the security of the premises, stating when it was carried out, by whom, date of review and any action taken following a review or incident

All actions were successfully completed. 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)