

Complaint about childcare provision

EY273292/ C110482

Date Published: 25/08/2009

Summary of complaint

On 24 June 2009, we receive information, which may impact on the care provided to children. We conducted an unannounced visit to the setting and found that risk assessments did not clearly identify or evaluate the risk to children and that they were not being regularly reviewed in line with the required timescale. We set the provider a notice to improve that asked them to regularly review the risk assessments, at least once a year, and include the date of review and any action taken following a review or incident and assess the risks to children in relation to the patio door and the garden and take action to minimise these (Premises Early Years Foundation Stage - Suitable premises, environment and equipment). Following receipt of an appropriate response stating how the provider will address these notices no further action was taken and the provider continues to remain 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)