

Complaint about childcare provision

EY291457/ C111520

Date Published: 26/08/2009

Summary of complaint

On 10 July 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 and found that there was basic planning or no planning in place at all in place and that whilst staff were responsible for recording information on planning sheets, this was not observed. Although staff members were to complete written observations on children to inform planning, plans did not reflect this. Notices to improve were set in relation to The Early Years Foundation Stage General Welfare Requirements - Organisation. The provider has submitted written confirmation that they have met the actions required in the notices to improve. This will be monitored at the next inspection. The provider remains registered. We made the provider aware of our concerns and asked them to provide us with a response. The provider looked into the matter and informed us of their findings. We found no evidence that the provider was not meeting the requirements of registration. 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)