

Complaint about childcare provision

EY393373/ C111840

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Summary of complaint

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

We carried out an unannounced visit to this provider and found that this provider had failed to take appropriate steps to support children's individual needs, and the documentation supporting the incident was not sufficient.

Following our investigation, we issued a notice to improve that asked this provider to:

- manage children's behaviour effectively and in a manner appropriate for their stage of development and particular individual needs (Behaviour management) (Early Years Register)
- organise systems to ensure that each child receives an enjoyable and challenging learning and development experience that is tailored to meet their needs (Organisation) (Early Years Register)
- ensure that records are easily accessible and available for inspection by Ofsted (Documentation) (early Years Register)

A reply was received to this notice, a review of this reply identified that this provider had taken the appropriate steps to ensure that the Early Years Foundation Stage General Welfare Requirements were now being met. Ofsted will monitor this at our next inspection. This provider remained 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)