

Complaint about childcare provision

EY274873/ C112221

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Summary of complaint

On 23 July 2009 we received information that raised concerns about the registration, which may impact on the care provided to children. We made the provider aware of our concerns in relation to the complaints procedure and a series of biting incidents at the provision and asked them to provide us with a response. The provider looked into the matter and informed us of their findings. In their response the provider concluded that following a series of biting incidents staff at the provision had failed to take adequate action to safeguard and promote the welfare of children in their care – The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare. At this time the provider also notified Ofsted of action taken since the incidents to ensure that the welfare requirements continued to be met. 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)