

## **Complaint about childcare provision**

EY331282/ C113262

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### **Summary of complaint**

On 21 August 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an announced visit to the premises and discussed the concerns in full, observed the quality of care provided and inspected records and documentation.

There was evidence found at the time of the visit to suggest that a record of risk assessments for both the premises and outings were not in place, which is a breach of the Early years Foundation Stage Statutory Framework.

We issued a Notice of Action to Improve for the provider to:

keep a written record of risk assessments for the premises and any outings conducted- Early Years Foundation Stage Welfare Requirements- Documentation

We are satisfied with the provider's response and will be taking no further action.

The provider remains qualified for registration.

### **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)