

Complaint about childcare provision

133852/ C113920

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Summary of complaint

On 08 September 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 to the setting and found that staff are acting to address the concerns relating to areas where food is prepared and stored. However, the setting has not got robust systems in place to monitor the standards themselves and act promptly to address issues that are identified. Following our investigation we sent the provider a notice to improve that asked them to ensure risk assessments identify aspects of the environment that need to be checked on a regular basis so that premises remain safe and suitable for their purpose - the Early Years Foundation Stage General Welfare Requirements - Suitable premises, environment and equipment. We will monitor the provision to ensure the action is successfully completed. We received a response from the provider detailing what action they had taken. The provider remains 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)