

## **Complaint about childcare provision**

EY226999/ C115081

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### **Summary of complaint**

On 29 September 09, we received information that raised concerns about the registration, which may impact on the care provided to children.

We made the provider aware of the concerns and asked them to provide us with a response. The provider conducted an investigation and informed us of their findings. As a result of the provider's response, we did not undertake a visit on this occasion.

However, there was evidence that the provider was not meeting the Early Years Foundation Stage Requirements - Suitable premises, environment and equipment and Organisation. Therefore, Ofsted set the provider the following Actions:

There should be suitable hygienic changing facilities for changing any children who are in nappies and providers should ensure that an adequate supply of clean bedding, towels, spare clothes and any other necessary items are always available (Suitable premises, environment and equipment).

The key person should meet the needs of each child in their care and respond sensitively to their feelings, ideas and behaviour, talking to parents to make sure that the child is being cared for appropriately for each family (Organisation).

All Actions were successfully completed on 19 February 2010. 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)