

Complaint about childcare provision

110339/ C116471

Date Published: 19/11/2009

Summary of complaint

On 20 October 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 the concerns and asked them to provide us with a response. The provider looked into the matter and informed us of their findings. The provider identified that information about a child's dietary needs was not acted upon and took action to rectify this by implementing a new policy – the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare. As a result of the provider's response we did not undertake a visit on this occasion. We are happy with the action taken by the provider. 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)