

## **Complaint about childcare provision**

116194/ C120364

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### **Summary of complaint**

On 08 January 2010, 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 premises and found that the provider was in breach of her conditions and that she did not inform Ofsted of significant events. On this occasion Ofsted are not taking any further action however should there be any recurrence we may consider taking enforcement action against the provider. A warning letter was issued to the provider regarding these breaches in registration.

We also found that the system for recording medicines was not effective, registers did not accurately record children's attendance and that not all records were accessible.

Following our investigation, we issued notices to improve that ask the provider to ensure:

- that they implement an effective policy on administering medicines. The policy must include effective management systems to support individual children with medical needs – the Early Years Foundation Stage general welfare requirements – Safeguarding and welfare
- that records are easily accessible and available for inspection by Ofsted (with prior agreement by Ofsted, these may be kept off the premises) – the Early Years Foundation Stage general welfare requirements – Documentation
- that they keep a daily record of the names of the children looked after on the premises, their hours of attendance and the names of the children's key workers – the Early Years Foundation Stage general welfare requirements – Documentation

The provider responded appropriately to the actions set and 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)