

Complaint about childcare provision

105261/ C120982

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Summary of complaint

On 21 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 on 26 January 2010 and agreed that the provider would continue with investigations and provide us with a written report of their findings and action plan.

Before the investigation could be concluded we received information on 29 January 2010, which raised similar concerns.

We carried out a second unannounced visit to look at both concerns and to establish the progress of the internal investigation being carried out by the provider. Following this visit we were satisfied that the provider had taken steps to rectify breaches in the Early Years Foundation Stage Statutory Framework under the welfare requirement 'Safeguarding and promoting children's welfare'. We 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)