

Complaint about childcare provision

EY288638/ C123795

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Summary of complaint

On 9 March 2010 we received information that raised concerns about the registration, which may impact on the care provided to the children.

We carried out an unannounced visit to the premises and found the provider does not have on site an effective procedure for dealing with complaints and their outcome. We also found that ongoing observational assessment for all children were not up-to-date.

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

Investigate all written complaints fully and notify the complainants of the outcome of the investigation within 28 days of having received the complaint – the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare.

Undertake sensitive observational assessment for all children in order to meet their individual needs – the Early Years Foundation Stage General Welfare Requirements – Organisation

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)