

Complaint about childcare provision

131598/ C126463

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Summary of complaint

On 22 April 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 provider and found that the written prior permission for each and every medicine administered to children was not always gained from parents.

Following our investigation, we issued a notice to improve that requires the provider to -

Ensure prior written permission is gained for each and every medication from parents before any medication is given.

The provider has successfully completed the action. 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)