

Complaint about childcare provision

EY340790/ C128129

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Summary of complaint

On 14 May 2010 we received information that raised concerns about the registration.

We received this information from a complainant. We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that although the relevant documentation is kept, the provider does not maintain an accurate record the hours of children's attendance.

Following our investigation, we issued a notice to improve that asks the provider to ensure:
an accurate daily record is maintained of the names of the children looked after on the premises, their hours of attendance and the names of their key workers (The Early Years Foundation Stage General Welfare Requirements - Documentation)

We will monitor the provider to ensure the actions are successfully completed. 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)