

## **Complaint about childcare provision**

223225/ C128478

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### **Summary of complaint**

On 24 May 2010, we received information that raised concerns about the registration, which may impact on the care provided to children.

We received this information from a complaint. 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 the procedures for complaints are not robust; that not all concerns and complaints are recorded with the outcome and action taken and the arrangements for obtaining information and recording children's special health needs are not secure.

Following our investigation, we issued a notice to improve that asks the provider to:

keep a written record of all complaints and their outcome - the Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children welfare

ensure that a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint is made available to Ofsted on request - the Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children welfare

ensure that information is obtained and recorded for a child's special health requirements - the Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children welfare

The provider has demonstrated that the action is 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)