

Complaint about childcare provision

107023/ C130425

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Summary of complaint

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On 24 June 2010, we received information that raised concerns about the registration.

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 risk assessment was not available for inspection but we were advised that it did not include the front garden.

Action taken

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

conduct a risk assessment and review it regularly - at least once a year or more frequently where the need arises. Ensure that it covers anything with which a child may come into contact (The Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment)

ensure that all records relating to childcare activities, including the risk assessment, are readily accessible and available for inspection at all times (The Early Years Foundation Stage General Welfare Requirements – Documentation)

The provider has submitted written confirmation that they have met the

actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

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)