

## **Complaint about childcare provision**

508023/ C132061

**Date Published:** 22/09/2010

### **Summary of complaint**

On 16 July 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 on 22 July 2010. We found the provider had failed to notify us of a significant event in that relevant documentation was not completed to enable Ofsted to undertake checks on members of the committee. The provider had also failed to notify us of a significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises. Failure to notify Ofsted of significant events is an offence.

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

\*notify Ofsted of all significant events, including changes to committee members.

The provider responded to the notice to improve appropriately. 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)