

Complaint about childcare provision

EY236227/ C133644

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Summary of complaint

On 16 August 2010, we received information that raised concerns about the registration, which may impact on the care provided for children. We received information from a complaint. Ofsted does 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 setting and found that the risk assessment did not cover all areas of the environment and the system in place for ensuring the suitability of adults was not consistently implemented. Although it was not part of the original complaint, we found the provider had not ensured all records were available for inspection by Ofsted.

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

- implement an effective system to ensure all practitioners and other people aged 16 or over likely to have regular contact with children (including those living or working on the premises) are suitable to do so. Ensure this system is consistently applied- The Early Years Foundation Stage General Welfare Requirements- Suitable people
- ensure the risk assessment identifies all aspects of the environment that need to be checked on a regular basis and maintain a record of these particular aspects and when and by whom they have been checked - The Early Years Foundation Stage General Welfare Requirements- Suitable premises, environment & equipment and
- ensure all records are easily accessible and available for inspection by Ofsted- The Early Years Foundation Stage General Welfare Requirements- Documentation.

We will monitor the provider to ensure 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)