

Complaint about childcare provision

EY321200/C219805

Date: 17/07/2014

Summary of complaint

On the 23 March 2014 we received information that raised concerns relating to the requirement about promoting children's health: in particular nappy changing procedures, and the requirement relating to Record keeping. On 16 July 2014 we received information that raised concerns about the requirement relating to Food and drink. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements. We found that individual care and nappy changes were appropriately managed by staff. We found that children were provided with sufficient amounts and food and fresh produce at meal times. However, we found that record keeping and communication systems were inadequate. A daily register is not undertaken for all children and parents are not informed on the same day or as soon as reasonable after an accident has occurred.

Following the inspection we issued a notice to improve to ensure that the provider maintains and daily register of attendance for all children and that parents and/or carers are informed of any accidents or injuries sustained by the child on the same day, or as soon as reasonably practicable, and of any first aid treatment given

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)