

## **Complaint about childcare provision**

EY436473/C242521

**Date:** 23/07/2015

### **Summary of complaint**

Ofsted received two notifications from the provider between 13 February 2015 and 10 March 2015 concerning two separate incidents of a child being found alone in the bathroom. Each incident was notified to Ofsted within the appropriate time frame.

We carried out an unannounced visit on 19 March 2015 and found that the provider had carried out a thorough investigation of both incidents. As a result of the investigation the provider is making alterations to the room layout and bathroom door.

We have taken no action against the provider as a result of the incidents and are satisfied with the action they have taken.

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)