

Complaint about childcare provision

Ref: 2542408/5809277

Date: 16 September 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 August 2024, we received concerns that the provider was not meeting some of these requirements in relation to safeguarding policies and procedures, staff:child ratios and information and record keeping.

On 11 September 2024, we carried out a regulatory visit. We found that the provider had a good understanding of the procedures to follow should there be concerns about a child's safety or welfare. She has completed relevant training that helps her to identify, understand and respond appropriately at the earliest opportunity. As such, the provider implemented her policy to keep children safe and meet the requirements of the early years foundation stage.

However, during the visit we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).