

Complaint about childcare provision

Ref: 2702763/5376487

Date: 17 February 2023

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 1 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 17 February 2023, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. This included failure to notify us of a temporary change of address. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 March 2023:

- ensure the requirements for the role as a registered childminder, in respect of working with other childminders or assistants, are understood

- improve knowledge and awareness of what must be notified to Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

On 7 March 2023, the provider responded to the actions set. We found that the provider

had improved their knowledge and understanding and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).