

Complaint about childcare provision

Ref: EY358625/5804405

Date: 29 August 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 14 August 2024, the provider notified us about their Information and record keeping. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant event which is likely to affect the suitability of the childminder to look after children and a significant event which is likely to affect the suitability of any person who cares for, or/is in regular contact with, children on the premises on which childminding is provided.

On 28 August 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements, in particular Safeguarding policies and procedures. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 12 September 2024

- implement your safeguarding policy to ensure that any allegation of serious harm or abuse by anyone living, working, or looking after children at the premises, is notified in line with your local safeguarding children partnership procedures.

We will monitor the provider's response to ensure the action is successfully completed.

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](#).

