

Complaint about childcare provision

Ref: EY405257/5300972

Date: 18 January 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 11 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 1 December 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 11 January 2023.

- maintain an accurate record of the names of children on the premises, their hours of attendance and the names of the persons who looked after them
- implement a system to demonstrate how assistants are not left in sole charge of children for more than two hours
- improve recruitment procedures to ensure that people looking after children are suitable to fulfil the requirements of their role.

On 16 January 2023, the provider responded to the actions set. We found that the provider has improved the records of when children and staff are in attendance. The provider has reviewed and updated her recruitment process and now fully understands her 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](#).