

Complaint about childcare provision

Ref: EY415790/4112716

Date: 21 February 2019

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.

We received concerns that this childminder was not meeting some of these requirements. On 20 February 2019 we visited the childminder unannounced. We reviewed documentation and held a discussion with the childminder. We found the childminder had not informed Ofsted of notifiable changes and had not maintained a record of complaints and their outcomes.

We have issued the childminder with a notice to improve that requires the childminder to take the actions below within the timescales set out. The childminder is still registered with Ofsted.

Actions needed

improve procedures and knowledge relating to complaints; ensuring a written record of complaints is maintained and they are investigated, by 8 March 2019

ensure knowledge about changes that must be notified to Ofsted is updated; making sure relevant changes are notified, by 8 March 2019.

The childminder took appropriate action to meet these requirements.

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](#).