

Complaint about childcare provision

Ref: EY439928/5778493

Date: 20 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 12 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider had not informed Ofsted of a significant event which is likely to affect the suitability of the childminder to look after children. The provider is now fully aware of the changes she must notify to Ofsted.

We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 13 August 2024:

- ensure you inform Ofsted about anyone you intend to use as an assistant, before they are left unsupervised with minded children.

On 31 July 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of who can be left alone with minded children. The provider is fully aware of the need to inform Ofsted if she wishes to appoint someone in the role of an assistant.

We are satisfied the provider has met the 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](#).