

Complaint about childcare provision

Ref: EY468633/5641531

Date: 23 February 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 20 February 2024, we carried out a regulatory telephone call. We found the childminder has systems in place to ensure that anyone whose suitability has not been checked does not have unsupervised contact with the children being cared for. We also found the childminder was not meeting some of the requirements and had taken action to put this right. The childminder has reviewed the Statutory framework for the early years foundation stage and has updated their policies to inform their practice regarding the use of assistants. Through discussion the childminder explains how they will ensure that assistants are suitable and have passed the required checks to fulfil their roles prior to including them in staff:child ratios.

The childminder will be able to give parents further information about this. The childminder 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](#).