

Complaint about childcare provision

EY399153/C306663

Date: 04/04/2017

Summary of complaint

On 09 February 2017, we received a complaint that raised concerns regarding the supervision of children while on outings. We needed to investigate this concern to see whether children were adequately supervised and were within sight and hearing of the childminder. We found that the childminder had left children in her car whilst she visited a shop. The childminder stated that she could see the children at all times. We were informed that the police had noticed the children were unsupervised in the car and had spoken to the childminder about the risks associated with leaving children in a car. The childminder failed to notify Ofsted of this significant event, which is a requirement of her registration. On this occasion Ofsted issued the childminder with a warning letter.

The childminder remains 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted