

Complaint about childcare provision

EY399785/C305051

Date: 03/03/2017

Summary of complaint

On 23 January 2017 we received a concern that indicates that Ofsted had not been made aware of a new household member. We also received information that raised concerns about the way behaviour is managed. We needed to check to make sure that the early years foundation stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to suitable people and behaviour.

We carried out a visit to the minder and she was not caring for children. We found that there was a new household member that the provider had not notified us about. Some vetting had already taken place, but the whole vetting process was not complete. As a result we issued the provider with a warning letter as she had failed to notify us of this issue in good time. Vetting is now in process.

The provider 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

